



# USAG-HI BULLETIN



**DEPARTMENT OF THE ARMY**  
**US ARMY INSTALLATION MANAGEMENT COMMAND, PACIFIC REGION**  
**US ARMY GARRISON - HAWAII, SCHOFIELD BARRACKS, HAWAII 96857-5000**  
**DIRECTORATE OF HUMAN RESOURCES, ADMINISTRATIVE SERVICES DIVISION**

**BULLETIN ISSUE 13- 24**

**12 DEC 2013**

**EXPIRES 12 JUN 14**

## **SECTION I. OFFICIAL**

[OFFICIAL ITEMS CONTAINED HEREIN ARE IN ACCORDANCE WITH AR 25-30.]

### **A. EMERGENCY/HOTLINE/DUTY OFFICER NUMBERS**

#### **EMERGENCY AND HOTLINE NUMBERS**

|   |                 |                                       |                               |
|---|-----------------|---------------------------------------|-------------------------------|
| AMBULANCE                               | 911             | MUNITIONS AMNESTY HOTLINE             | 656-3000 (SB): 469-2481 (PTA) |
| FIRE (OAHU)                             | 911             | ARMY COMMUNITY SERVICE (SB) 655-4227  | (FS) 438-4227                 |
| MILITARY POLICE                         | 911             | ARMY EMERGENCY RELIEF HOTLINE         | 655-4227                      |
| HEALTH CLINIC/ACUTE CARE (SB)           | 433-8850        | ARMY COUNTERINTELLIGENCE OFFICE, HI   | 954-5567                      |
| HEALTH CLINIC (TAMC/FS)                 | 433-6629        | SPY HOTLINE (CONUS)                   | 1-800-CALL-SPY                |
| AMERICAN RED CROSS (SB)                 | 655-4927        | CHAPLAIN (SB)                         | 655-9196                      |
| (FS)                                    | 433-6631        | ALIAMANU MILITARY RES.                | 833-2904                      |
| NON-DUTY HOURS                          | 1-877-272-7337  | NON-DUTY HRS (ON CALL CHAP.)          | 217-5959                      |
| ARMY AVIATION ACCIDENT                  | 656-1282        | FAMILY LIFE CHAPLAIN                  | 655-9355                      |
| CRIME STOPPERS (SB)                     | 655-7114        | USAG-HI /EEO AND POSH INFO. LINE      | 655-9382                      |
| CRIME STOPPERS (FS)                     | 438-7116        | USARPAC IG HOTLINE                    | 438-1820                      |
| CID                                     | 655-0401        | EOD INCIDENT RESPONSE LINE            | 655-7112                      |
| CID DUTY AGENT (CALL MPs)               | 655-7114        | MILITARY POLICE (WAAF)                | 655-7114                      |
| DPW EMERGENCY/TROUBLE DESK (24hr.)      | 656-1275        | USARPAC EAC                           | 424-3000                      |
| DPW HAZARDOUS SPILL HOTLINE             | 656-1111        | USARPAC VOTING ASSIST. ACTION LINE    | 438-8678                      |
| EMER. LEAVE SEC. (SB/FS)                | 655-1804/4633   | EMPLOYMENT RESOURCE CTR. RECORDER     | 438-9301/9302                 |
| 25 <sup>TH</sup> ID IG                  | 655-0847        | NON-APPROPRIATED FUND JOB HOTLINE     | 438-3977                      |
| NON-DUTY HOURS                          | 655-4034/8639   | USARPAC EO HOTLINE                    | 438-0343                      |
| POISON CONTROL                          | 1-800-222-1222  | DoD CHILD ABUSE/SAFETY HOTLINE        | 1-800-336-4592                |
| USARPAC EO                              | 438-2429        | ARMY RECRUITING INFORMATION           | 541-1631                      |
| TRIPLER ARMY MEDICAL CENTER ER          | 433-6629        | INSTALLATION OPS CENTER (WAAF)        | 656-3272                      |
| SEXUAL ASSAULT HOTLINE/VICTIM           |                 | SOLDIER/FAMILY ASSIST. CENTER (24HRS) | 655-6600                      |
| ADVOCACY PROGRAM                        | 624-SAFE (7233) | INTERNAL REVIEW HOTLINE               | 655-8121                      |
| ISLAND PALM COMM. NORTH (SB, HMR, WAAF) | 275-3700        | MILITARY ONESOURCE COUNSELING SERV.   | 1-800-342-9647                |
| ISLAND PALM COMM. SOUTH (AMR, TAMC, FS) | 275-3800        |                                       |                               |

#### **DUTY OFFICERS**

|                                   |               |   |                 |
|-----------------------------------|---------------|---|-----------------|
| 516 <sup>TH</sup> SIGNAL BDE (FS) | 438-7999 (FS) | 30 <sup>TH</sup> SIGNAL BN, RNOSC                   | 655-2127        |
| 500 <sup>TH</sup> MI BDE          | 655-6082 (SB) | 30 <sup>TH</sup> SIGNAL BN, CUSTOMER SUPPORT CENTER | 655-2200        |
| 45 <sup>TH</sup> SUSTAINMENT BDE  | 655-8194 (SB) | USAG-HI INSTALLATION OPS. CENTER (WAAF)             | 656-3272 (WAAF) |
| 94 <sup>TH</sup> AAMDC            | 224-8594 (FS) | 205 <sup>TH</sup> MI BN                             | 438-9911 (FS)   |
| 8 <sup>TH</sup> MP BDE            | 655-0193 (SB) | 311 <sup>TH</sup> SIGNAL CMD (T) EOC                | 438-2212 (FS)   |

**MILITARY DIRECTORY (808) 449-1110**

**POST OPERATOR (808) 449-7110**

**DIRECTORATE OF PUBLIC WORKS CUSTOMER HANDBOOK ONLINE: <https://dpwhawaii.army.mil/general/customerhandbook.aspx>.**

## **B. USAG-HI BULLETIN SUBMISSIONS, DUE DATES AND FORMAT**

*Bulletin Editor:*

*Mr. Don G. Boyer, USAG-HI Forms and Publications Control Officer,  
Directorate of Human Resources, Administrative Services Division, 656-0334.  
([don.g.boyer.civ@mail.mil](mailto:don.g.boyer.civ@mail.mil))*

1. Draft notices for the USAG-HI Bulletin are submitted to the USAG-HI Bulletin Editor by email. All articles should be submitted no later than COB Friday the week prior to the next electronic publication of the Bulletin (every other Thursday) or early enough to ensure the article will be published prior to any start dates listed in the notice. The Bulletin is published entirely electronically and is distributed from the Directorate of Human Resources (DHR), Administrative Services Division (ASD) to specific contacts within USAG-HI and other major commands, tenant and service organizations and other federal offices for further distribution and posting within their organizations. To be added to, or update, the Bulletin mailing list, please contact the Bulletin Editor. Current and previous issues of the Bulletin are maintained on the DHR IMCOM Theater Portal, at:

<https://portal.usarpac.army.mil:36000/imcom-pacific/Garrisons/Hawaii/hiHROffices/Bulletin/Pages/default.aspx>.

Additionally, the current Bulletin and past issues are posted on the USAG-HI PAO website at:

<http://www.garrison.hawaii.army.mil/command/documents.htm>

2. Submissions to the Bulletin must include specific point of contact information (name and phone number; emails are only used if specifically requested) and should indicate, when needed, the start and end dates for notices to appear in the Bulletin. Military times and dates are used in all notices. All acronyms used in notices must defined the first time they are used. New, updated, or revised item headers are highlighted each week, as is updated text if necessary. Submissions should be reviewed and approved by the appropriate line manager prior to submission to the Bulletin to ensure conformance with current applicable management policies and directives before release for publication. Organizations will not include sensitive OPSEC data in any Bulletin notices. Organizations submitting articles for the Bulletin are responsible for having their information checked and approved by OPSEC personnel when necessary or when there is doubt as to the sensitivity of the information prior to submission to the Bulletin.

### **NOTE**

**There will be no Bulletin issued for 28 December 2013 due to the holidays. Next issue of the Bulletin will be on Thursday, 9 January 2014.**

**The Bulletin Editor wishes to extend sincere wishes for a joyous and safe Christmas and New Year to all our Bulletin readers and their Families and loved ones. And remember to keep our Soldiers and Civilians deployed this time of year close to our hearts and thoughts.**

## **C. INSTALLATION HEALTH, SAFETY AND SECURITY**

1. **SEXUAL HARASSMENT/ASSAULT RESPONSE AND PREVENTION (SHARP).** The USAG-HI Bulletin has added a page to the Army Community Service (ACS) flyer attached to the end of this Bulletin listing SHARP Resources and Honolulu Police Department Assistance contacts. For further information, please contact Ms. Carren Ziegenfuss at 655-1718 or (duty cell) 808-226-7505.

2. **TRAFFIC SAFETY ON-LINE CLASS SIGN-UP.** All Hawaii-based Soldiers and Civilian workers have a new tool to request traffic safety classes. Soldiers and Civilian workers can request classes using their Army Knowledge Online account at <https://apps.imcom.army.mil/AIRS/>. (Select "View Available Courses"; select "Pacific" Region and Garrison "Hawaii"; then select the desired course.)

Six Classes are offered:

- a. Motorcycle Basic Rider Course.
- b. Motorcycle Experienced Rider Course.
- c. Army Traffic Safety Intermediate training for Soldiers under 26 years old.
- d. Army Traffic Safety Advanced training for Soldiers over 26 years old.
- e. Army Traffic Safety Supervisor training for military and civilian supervisors of Soldiers.
- f. Remedial Drivers Improvement training for Soldiers and civilian workers with traffic infractions.

For further information, please contact Mr. Dan Vancil, Cape Fox Professional Services, at 655-6455 and leave a voice message.

#### **D. CLAIMS OF INDEBTEDNESS**

*[For complete information on the legal requirements for posting Claims of Indebtedness, please contact the Directorate of Human Resources, Casualty and Mortuary Affairs Office at 655-5124/5144.]*

**1. CLAIM OF INDEBTEDNESS.** The Commander, HHB, 2<sup>nd</sup> BN, 11<sup>th</sup> Field Artillery Regiment regrets to announce the death of PFC Anthony Dasheem Duzant. 1LT Matthew R. Rimroth is appointed as the Summary Court Martial Officer (SCMO) and will settle all claims for or against the estate of PFC Duzant. Anyone owing money or having a just claim for or against the estate of PFC Duzant should contact 1LT Rimroth at (408) 531-7021.

**2. CLAIM OF INDEBTEDNESS.** The Commander, A Company, 209th Aviation Support Battalion (ASB), regrets to announce the death of SGT John A. Vaughan. 1LT Aaron J. Trimble is appointed as the Summary Court Martial Officer (SCMO) and will settle all claims for or against the estate of SGT Vaughan. Anyone owing money or having a just claim for or against the estate of SGT Vaughan should contact 1LT Trimble at (808) 656-3493.

**3. CLAIM OF INDEBTEDNESS.** The Commander, B CO, Warrior Transition Battalion regrets to announce the death of 1LT Quincey Ellis Johnson. CPT Na Gia Vong is appointed as the Summary Court Martial Officer (SCMO) and will settle all claims for or against the estate of LT Johnson. Anyone owing money or having a just claim for or against the estate of LT Johnson should contact CPT Vong at (808) 655-6965.

#### **E. MANDATORY EVENTS AND TRAINING**

**1. ARMY SUBSTANCE ABUSE PROGRAM (ASAP) OFFICE SCHEDULED EVENTS.** The ASAP Office schedule of upcoming events and contact numbers is included on the updated ASAP flyer attached to the end of this Bulletin.

**2. MANDATORY FIRST TERM FINANCIAL MANAGEMENT TRAINING SCHEDULE – SCHOFIELD BARRACKS.** Mandatory First Term Financial Training is provided on every Monday except federal holidays at the Schofield Barracks Army Community Service (ACS), Bldg. 2091. Learn basic financial skills, develop self reliance and personal responsibility, encourage financial planning, improve money management skills, and enhance your personal financial literacy. This is a mandatory 8 hour program of military instruction. Certificates will be awarded to each participant who completes the 8 hours of instruction. For class dates or to register, please contact ACS, Schofield Barracks, at 655-4227. For further information, please contact Ms. Robin Sherrod, Financial Readiness Program Manager, at 655-1708 or email at: [robin.m.sherrod.civ@mail.com](mailto:robin.m.sherrod.civ@mail.com).

#### **F. COMMUNITY IMPACT UPDATES**

*[See <https://dpwhawaii.army.mil/communityimpact> for current or upcoming road/gate closures, construction projects, and safety issues including maps of affected areas and to see other community information relating to base operations and safety as promulgated by the Directorate of Public Works (DPW).]*

#### **G. OFFICE/FACILITIES/SERVICES CLOSURES OR MOVES**

**1. DIRECTORATE OF LOGISTICS (DOL) MUNITIONS BRANCH AMMUNITION SUPPLY POINT (ASP) SCHEDULED CLOSURES.** The FY 2014 scheduled closures for quarterly 100% Wall-to-Wall Inventories of the DOL ASPs will be:

- a. 2<sup>nd</sup> Qtr is from 3-7 Mar 2014. The last day of operation will be 28 Feb 2014.
- b. 3<sup>rd</sup> Qtr is from 2-6 Jun 2014. The last day of operation will be 30 May 2014.
- c. 4<sup>th</sup> Qtr is from 2-8 Sep 14. The last day of operation will be 29 Aug 2014.

Units requiring munitions support for training during this time will need to draw their required ammunition prior to above inventory schedule. The Training Ammunition Vehicle Holding Area (TAVHA) will be available for munitions storage during this time. Emergency issues will be handled on a case-by-case basis, and must be approved by either the DOL Munitions Accountable Officer, Mr. Armell Armstead at 656-1649 or the DOL Supply & Services Division Chief, Mr. John Lein at 656-2236. For further information, please contact Mr. Armstead at the number above.

**2. TEMPORARY CLOSURE, USAG-HI RECORDS HOLDING AREA/FORMS CENTER (RHA/FC).** The RHA/FC, located in Bldg. 6042, East Range will be closed from Monday, 23 December 2013 to Thursday, 2 January 2014 for the Christmas Holidays. For further information, please contact Mr. Don G. Boyer at 656-0334.

**3. TEMPORARY CLOSURE, DIRECTORATE OF HUMAN RESOURCES, SCHOFIELD BARRACKS.** On Thursday, 12 December 2013 the Directorate of Human Resources/Soldiers Support Center (Building 750) will be participating in their annual Holiday celebration from 1200 to 1600. Limited services will be available. For emergencies on this day, please call Mr. Martin Garcia at (210)269-5776.

## **H. OFFICE PROCEDURES OR HOURS OF OPERATION UPDATES**

1. **DIRECTORATE OF PUBLIC WORKS (DPW) SERVICE ORDER DESK HOURS OF OPERATION.** The DPW service order desk hours of operation will be from 0600 – 1700 Monday thru Friday. Regular service requests will be processed during these hours and are available by phone at 656-1275 or through customer walk-ins. The Service Order Desk office location is 947 Wright Ave, Wheeler Army Airfield, Bldg. 104, 1<sup>st</sup> floor. After-hours operations are from 1700 – 0600 Monday thru Friday, to include weekends and holidays. Only Emergency Calls will be processed after hours and will continue to be redirected to the Garrison Installation Operations Center (IOC).

2. **DIRECTORATE OF PUBLIC WORKS (DPW) EMERGENCY RESPONSE TIME CHANGES.** Due to manpower shortages caused by vacancies, the hiring freeze and strict adherence to overtime restrictions it will be necessary for DPW to downgrade response times on some priorities after hours and on weekends. DPWs priority response will revert to our former policy when the furlough is ended. For further information, please contact Ms. Camille Howe, Chief, Work Management Branch, DPW Business Operations Division, at 656-5281.

3. **INSTALLATION SECURITY OFFICE (ISO) FINGERPRINTING SERVICE.** The USAG-HI, Directorate of Plans, Training, Mobilization and Security (DPTMS), Installation Security Office (ISO) located on Schofield Barracks, Bldg. 580, 1<sup>st</sup> Floor, Room 130, will be conducting digital fingerprinting of personnel for security background investigations. The days and hours for this service are Tuesdays, Wednesdays, and Thursdays during our normal hours of 0830-1200 and 1300-1630. There is no requirement for appointments. For further information, please contact Ms. Angela Walters, ISO Chief, at 808-655-8879 or by email at [angela.k.walters.civ@mail.mil](mailto:angela.k.walters.civ@mail.mil).

4. **FORT SHAFTER PERSONAL PROPERTY/HOUSEHOLD GOODS MOVE ASSISTANCE CENTER OPEN.** Tired of driving to Schofield Barracks to make your household goods shipping arrangements? A virtual move assistance center (VMAC) is now open at the Aloha Center on Fort Shafter, Bldg. 330, Rm. 201. This office on Fort Shafter will allow you to arrange your personal property/household goods movement online. There will be a skilled counselor onsite to help you navigate through the screens if you have any questions.

What you need to do before coming to the VMAC:

- Go to [www.move.mil](http://www.move.mil) or <https://eta.sddc.army.mil/dpsRegister/dodCustomer.aspx> to create a profile and account. Note: The VMAC can help you do this as well, but it will require a return visit after you obtain your account verification.
- Obtain all orders and amendments and just come on over to the Fort Shafter VMAC between the hours of 1200 and 1600, Monday through Friday, to get started. The VMAC hours will expand as demand expands.
- No appointments are necessary. Just walk on in and sit down at one of our three computers.

5. **CURTAILMENT OF COUNSELING SERVICES, ARMY EDUCATION CENTER.** On the last workday of each month, the Schofield Barracks Army Education Center and Ft. Shafter/Tripler Education Complexes will curtail Army guidance counselor services from 1300 – 1700 to allow for employee training and administrative time. For further information, please contact Ms. Chrissy A. Morris, Chief, Army Education Center, at 655-4444.

6. **HOURS OF OPERATION, DIRECTORATE OF HUMAN RESOURCES, ADMINISTRATIVE SERVICES DIVISION (DHR, ASD).** Due to continuing manpower constraints, the hours of operation for the following units assigned to DHR, ASD are as follows:

- Postal Section, Bldg. 258, Main Post Office, SB:* Open to mail units and customers, Mon, 1000 – 1100; Tues – Fri, 0930-1100. Phone: 655-5033.
- Official Mail and Distribution Center, Bldg. 2038, SB:* 1000 – 1415, Mon – Fri. Phone: 655-6374.
- Official Mail and Distribution Center, Bldg. T-116, FS:* 0700 – 1445, Mon – Fri. Phone: 655-6253.
- Records Holding Area/Forms Center, Bldg. 6042, 1976 Higgins Road, East Range, SB:* Office hours: M–F, 0800 – 1630. Forms Issuing hours: Tue & Thu, 0800 – 1500; Wed & Fri by appointment only. Phone: 656-0334.

For further information regarding postal or official mail, please contact Ms. Anna Tarrant, Chief, ASD, at 655-5033.

7. **OFFICIAL MAIL PROCEDURES.** All Directorates, Military, and Tenant Activities are required to pick up Official Mail on a daily basis from the Official Mail and Distribution Centers (OMDC), Bldg. 2038, Schofield Barracks and Bldg. T-116, Fort Shafter. Unit/Office mail personnel must be designated in writing by their unit/office and copy of the memorandum of appointment maintained on file at the appropriate OMDC before mail will be released. The memorandum should designate a primary and an alternate assigned individual as needed, and must be updated whenever personnel change. Mail that is not picked up at OMDCs for five consecutive work days will be "returned to sender" without exception. It is the proponent's responsibility to pick up mail daily and have a designated alternate available for mail pickup at all times. Official Mail requires daily pickup because much of it is time-sensitive and all is important to the recipient; units/offices cannot be negligent in their duty to receive mail and should not assume that official mail should be picked up only when it is convenient to do so. Incidents of negligence in mail pickup will be reported to Commanders, Directors, or Chiefs for corrective action.

Customers are reminded to consult the staff of the OMDC at Schofield Barracks (655-6374) or at Fort Shafter (438-6253) for assistance in preparing official mailings. If letters parcels, or packages are received incorrectly labeled, items will be returned to the unit/agency for correction with no exceptions. All labels shall be typed; no hand-written labels will be accepted. Use STOP



NUMBERS and complete office addresses/names (Attn.)/agencies to ensure shotgun envelopes reach their destination. (For current Stop Numbers, please see USAG-HI PAM 25-55, 4 Sep 12.) For further information, please contact the Official Mail and Distribution Centers or Ms. Anna Tarrant, Chief, Administrative Services Division, Directorate of Human Resources, SB, at 655-5033.

## **I. SOLDIER/FAMILY/CIVILIAN READINESS**

**1. FISCAL YEAR 14 OFFICER EARLY SEPARATION/RETIREMENT INFORMATION AVAILABLE.** As part of the continuing effort to reduce the Army's end-strength, MILPERMSGs 13-356 and 13-357 have recently be released. The messages provide information regarding the FY14 Officer Separation Boards (OSB) and (Enhanced) Selective Early Retirement Boards (E-SERB) for Captains and Majors, Army Competitive Category (ACC). All Officers in the grade of Captain and Major should review these messages and familiarize themselves with the requirements that will be utilized to conduct an honest assessment of the chance that they could be selected for early separation or retirement. By doing so, they will allow themselves the maximum time to begin preparations for separation and transition back to civilian life. The MILPERMSGs regarding OSB & eSERB for Captains and Majors can be accessed at the following address with an approved CAC: <https://www.hrc.army.mil/MILPER>.

A "How to Prepare Guide" for conducting an assessment and review of an Officer's official record as well as Frequently Asked Questions & Answers regarding OSB, SERB, and e-SERB can be found here:

<https://www.hrc.army.mil/Officer/Officer%20Separation%20and%20Enhance%20Selective%20Early%20Retirement%20Boards>.

Any questions from Commanders or Officers who believe they may be affected by these programs may contact the U.S. Army Garrison - Hawaii Retirement Services Office at 655-5384 or 655-1585.

**2. LEGAL COUNSEL AVAILABLE TO HELP SOLDIERS WITH THE INTEGRATED DISABILITY EVALUATION SYSTEM IN HAWAII.** Soldiers undergoing a medical evaluation board sometimes feel lost and confused with the significant decisions they have to make that will affect their military careers and the rest of their lives. The Office of Soldiers' Counsel is the Army's team of qualified and trained attorneys and paralegals who assist Soldiers in the Integrated Disability System (IDES). They are advocates who provide in-depth information, expert legal advice and effective representation throughout IDES for Soldiers and their family members. The Army currently has 26,800 wounded, ill or injured Soldiers enrolled in the IDES, which can take about a year to complete. The Office of Soldiers' Counsel provides the legal support and services to help Soldiers and their family members navigate the IDES and fully understand their legal rights and options.

The OSC includes two types of legal counsel: **Soldiers' Medical Evaluation Board Counsel (SMEBC)** and **Soldiers' Physical Evaluation Board Counsel (SPEBC)**. Both types of counsel are available in Hawaii. Both offices are staffed with OSC Headquarters-certified attorneys and paralegals specially trained in disability law, medical evaluation boards, and the Integrated Disability Evaluation System (IDES). The staff attends monthly training to stay abreast of changes in the law, policy, and procedures affecting IDES.

The SMEBC staff establishes attorney-client relationships with Soldiers going through the MEB process. They have the experience and knowledge to work with the different organizations to resolve Soldier issues that often arise while the Soldier is undergoing the IDES process. They are the Soldiers' advocates through the MEB process; they do not represent the MEB providers, the MTF, or the Soldier's command. The goals of the SMEBC staff are to ensure Soldiers receive fair assessments of their medical conditions and that Soldiers' medical conditions are accurately documented during the MEB process. During the course of representation, SMEBC attorneys may prepare independent medical review requests, rebuttals to the MEB findings, and requests for reconsideration of VA ratings. Upon receiving the results from the IPEB, Soldiers can consult with a SMEBC to review their informal PEB and VA findings. The SMEBC can prepare an appeal to the informal PEB findings or if the Soldier elects a formal PEB hearing, the SMEBC will transfer the case to the Soldiers' PEB Counsel.

Soldiers are encouraged to come to the SMEBC office as early as possible to maximize the opportunities available prior to referral into the IDES process. The SMEBC office provides briefings for Soldiers once they are referred into the IDES process. The office is located in room 3B, Tripler Army Medical Center. To schedule an appointment call (808) 433-4635/9769. Hours of operations are **Mondays – Fridays, 0900-1630**. Walk-ins are accepted but contingent upon availability of counsel.

**3. UPDATED INFORMATION REGARDING VOTING ASSISTANCE.** The following information updates the voting assistance program contact information.

Voting Assistance Officer (VAO) Training: <http://www.fvap.gov/vao/vao-training.html>

Voter Training: <http://www.fvap.gov/vao/voter-training.html>

How to Order Voting Assistance Materials: <http://www.fvap.gov/vao/usm-order.html>

If you have any additional questions, please contact the installation voter assistance office.

USAG-Hawaii, Military Personnel Division (MPD)  
673 Ayers Ave, Bldg 750, RM 103

Tel 655-5546

[usarmy.schofield.imcom-pacific.mbx.vote-usaghi-hi@mail.mil](mailto:usarmy.schofield.imcom-pacific.mbx.vote-usaghi-hi@mail.mil)

4. PASSPORT INFORMATION FOR SOLDIERS WHO WILL PCS TO AN OVERSEAS ACCOMPANIED TOUR. The Directorate of Human Resources (DHR) Reassignments Section now has a permanent passport agent that processes only dependents official passports and Visas. The website to access the application form is: <http://travel.stte.gov/passport/forms/ds11/ds11842.html>.

Additional information is as follows:

- a. All applicants must US citizens.
- b. Upon completion, a bar code will appear on the first page, top left corner. IMPORTANT: DO NOT SIGN THE APPLICATION! Passport agent will witness signature and verify documents during the interview process.
- c. Provide ONLY original documents.
- d. Contact the Passport agent, Mr. James Castillo at (808) 655-7182 or email [james.q.castillo.civ@mail.mil](mailto:james.q.castillo.civ@mail.mil) to schedule an appointment.
- e. Passports are received by our office and original documents are returned to service member/dependents.
- f. Passports are issued only after receiving approved concurrent/deferred travel and dependents are listed on service member's PCS orders.

**ORIGINAL DOCUMENTS REQUIRED:**

- a. Current passport holder, provide passport along with application.
- b. Birth certificate.
- c. Naturalization certificate (if applicable)/Military ID/Driver's License.

5. ID CARD APPOINTMENT SYSTEM AT SCHOFIELD BARRACKS AND FORT SHAFTER. The US Army Garrison-Hawaii has implemented a new ID Card Appointment System at the Directorate of Human Resources' (DHR's) ID Card Offices at Schofield Barracks and at Fort Shafter. The appointment system replaced the walk-in first-come first-serve system with appointments beginning at 0800 through 1530 daily. Customers are encouraged to access the Schofield Barracks and Fort Shafter ID Card Appointment Scheduler website at <https://rapids-appointments.dmdc.osd.mil> to make, change, or cancel ID card appointments. ID Cards may be renewed up to 90 days prior to expiration. By accessing this on-line, user-friendly, internet-based system, customers are now able to schedule their card appointments and to plan their other daily activities without the uncertainty of visiting the ID Card office and possibly having prolonged waiting times for service. A computer system is available in the ID Card offices for walk-ins to make or change appointments, as necessary. For customers without internet access, the ID card offices accept telephone requests for appointments at (808) 655-1272 for Schofield Barracks, and at (808) 438-1757 for Fort Shafter. Walk-in requests for service are handled on a case-by case basis with documentation to substantiate the emergency. For further information on the ID Card office locations, hours or operation, required documentation, etc., please visit the US Army Garrison website at <http://www.garrison.hawaii.army.mil/sites/services/idcard.asp>. For further information, please contact Mr. Danny Mauga, Schofield Barracks, 655-6884, or Ms. Haunani Tabocol, Fort Shafter, 438-8918.

6. REQUIREMENTS FOR NEW OR REPLACEMENT CAC/ID CARDS. The Department of Homeland Security issued an identification security directive for the issuance of new or replacement Common Access Card (CAC) or ID Cards for military personnel, authorized civilians, retirees, and family members. Among the many changes to the ID Card issuing process, the most important is that each customer must now present two forms of identification, one of which must include a current photograph. The DEERS/RAPIDS system will not produce a new CAC or ID Card without first scanning the two forms of identification into the data base maintained by the Defense Manpower Data Center (DMDC) in Alexandria, Virginia.

Some documents that can be used for positive personal identification are as follows:

- a. Driver's license or ID issued by a state or outlying U.S. Commonwealth or possession.
- b. ID card issued by federal, state, or local government agencies or entities.
- c. School ID card with photograph.
- d. Voter's Registration Card.
- e. U.S. Military ID card.
- f. U.S. Passport.
- g. Certificate of U.S. Citizenship.
- h. Certificate of Naturalization.

For those younger than 18 who are unable to present a document as listed above, the following are acceptable:

- a. School Record or Report Card.
- b. Clinic, doctor or hospital record.
- c. Day-care or nursery school record.

The listing above is not all inclusive. A complete list of acceptable documents can be found on the United States Citizenship and Immigration Service (USCIS) website at [www.uscis.gov/files/form/I-9.pdf](http://www.uscis.gov/files/form/I-9.pdf), page 4. If you have any questions as to the proper

documentation needed, please call first before visiting a Military ID Card issuing facility to determine what specific documents may be required, and to verify the process to renew or replace an ID Card.

**7. NEW ON LINE LEVY BRIEFING PROCEDURES IMPLEMENTED.** The Directorate of Human Resources (DHR) Reassignments Section has a new process on conducting levy briefings. Soldiers that are scheduled to attend the one-on-one levy briefing will be required to access and complete the on-line levy briefing beforehand. All one-on-one briefings with Soldiers will be conducted in Building 750, Lanai area, starting at 0900 every Thursday. Soldiers that have not completed the on line requirement prior to attending their scheduled one-on-one brief will be returned back to their unit S1 for rescheduling. It is the responsibility of the S1 representatives to ensure Soldiers scheduled for briefings have completed this on line requirement and sign-off on the DA Form 5117 (Officers) or DA Form 5118 (Enlisted Soldiers).

Please follow the step by step procedure on accessing the on-line levy briefing:

Step 1: Access the Garrison website — <http://www.garrison.hawaii.army.mil/>.

Step 2: Click on Directorate and Support Staff.

Step 3: Click on Directorates.

Step 4: Click on Human Resources.

Step 5: Click on Reassignments.

Step 6: Review Introduction to Levy Brief.

Step 7: Click on Step 2: Review the Briefing Slides.

Step 8: Complete the DA Form 5117 (Officers) or DA Form 5118 (Enlisted Soldiers) Reassignment Control Sheet and

print out these forms.

Step 9: Complete the DA Form 5960 (all Soldiers) Authorization to Change BAQ/VHA (Print out forms) on Completion of on-line briefing:

a. Soldier must sign pages 4 and 5 of DA Form 5118.

b. Unit S1 must complete and sign page 3 of DA Form 5118.

On the day of the one-on-one briefing, bring in the DA Forms 5117/5118, 5960 and supporting documents listing all dependents names, such as: PCS orders, dependent travel orders, command sponsorship memo, etc. Officers: If you have any questions regarding Officer PCS orders, please contact 655-4629/4949. Enlisted Soldiers: If you have any questions regarding Enlisted Soldier PCS orders, please see your unit S1. Please review all the agency slides on the website. This will make your transition home go smoothly.

(QR CODE for the website.)



For further information, please contact the Reassignments Front Desk at 655-9490 or Ms. Keala Penrose, Chief, Reassignments, at 655-4728.

**8. PROCESSING AND ISSUING AGENT CARDS, DIRECTORATE OF HUMAN RESOURCES (DHR).** An Agent Card is issued to a designated agent of an authorized Commissary and/or Exchange sponsor when one of the following conditions exists:

a. Single active duty parent or dual active duty parents: May designate a non-dependent adult to care for his or her dependent children while absent from home due to deployment, TDY, field training exercise, etc. (Dual military personnel must be off-island simultaneously.)

b. Retired members, their spouses, and un-remarried widows/widowers: May have an agent if they are physically incapacitated and are unable to shop for themselves.

c. Active duty Soldiers: When documented medical conditions preclude the Soldier from shopping on his or her own behalf and no other authorized adult member resides in the household.

d. Minor child not in custody of the Soldier: A divorced spouse or an unmarried biological parent of an ID-Card-holding minor under the age of 16 can obtain an Agent Card for "Exchange privileges only," provided the final divorce decree or court order requires the sponsor to provide over 50% of support to the minor child. Dependent children residing in the household of a former spouse or biological parent are not considered to be members of the authorized sponsor's household for commissary privileges.

Only one (1) agent card may be issued to a qualified sponsor and agent. Agent Cards are issued by the Military Personnel Division, Directorate of Human Resources, US Army Garrison, Hawaii, at the following locations:

a. *Schofield Barracks:* Soldier Support Center, Building 750, 673 Ayers Ave., Rm. 103, 1st Floor. Point of contact is Ms. Keun Cho at 655-0106.

b. *Fort Shafter:* The Aloha Center, 217 Montgomery Dr., Bldg. S-330, Room 102. Point of contact is Ms. Thedia Smith at 438-1663.

Agent Cards are issued by appointment only. Please call ahead to receive further information on documents required for issuance of an Agent Card or for an appointment.

*(NOTE: Each of the US military services is responsible for issuing Agent Cards to its authorized patrons.)*

9. **iPERMS DD FORM 93 REPORT ENHANCEMENTS.** The Adjutant General Directorate (TAGD) has provided a briefing which provides information on iPERMS reports which have been developed to provide the common visibility at all echelons of DD Form 93 Record of Emergency Data input to iPERMS and visible in the Soldier's Official Military Personnel File. The brief also provides detailed instructions to the field on how commanders or S-1s can obtain the DD93 report for their unit by UIC and by name. Please review this link for more info. <https://forums.bcks.army.mil/CommunityBrowser.aspx?id=980949>.

10. **TCS ORDERS TRAINING IN THE DEPARTMENT OF THE ARMY MOBILIZATION PROCESSING SYSTEM (DAMPS).** The USAG-HI Soldier Readiness Processing and Mobilization Office (SRPM) offers all Unit S-1 Representatives DAMPS training for TCS Orders at the Conroy Bowl, Building 555, Schofield Barracks. Multiple classes are available. Please e-mail Ms. Laura Horn, [laura.l.horn8.civ@mail.mil](mailto:laura.l.horn8.civ@mail.mil) or Mrs. Melissa Krahmer, [melissa.m.krahmer.civ@mail.mil](mailto:melissa.m.krahmer.civ@mail.mil) to schedule New Requestor training or Refresher Training and for any additional questions and information. See the flyer attached to the end of this Bulletin for specific training dates.

11. **REQUIREMENTS FOR COMMERCIAL SOLICITATION PERMITS.** Army Regulation (AR) 210-07 requires a commercial solicitation permit in order to conduct business or sales activity on Army installations (e.g., Avon, Tupperware, household goods, sale of insurance, etc.). No person may enter Army installations and transact business as a matter of right. Permission must first be granted by the Commander, U.S. Army Garrison-Hawaii. Private civilian enterprises or self-employed persons desiring to conduct commercial activity on Army installations must apply in person at the Commercial Solicitation Office, Directorate of Family and Morale, Welfare and Recreation (DFMWR), 350 Eastman Rd, Wheeler Army Airfield, M - F, 0800 - 1200; 1300 - 1600. Applications are handled by appointment only. **FAMILY MEMBERS OF ACTIVE DUTY SOLDIERS** residing in government quarters who are requesting to operate a home-based business must submit a formal request through the appropriate Community Center. For more information, please contact Ms. Kristy Balli, DFMWR at 656-0083, or [kristy.l.balli.naf@mail.mil](mailto:kristy.l.balli.naf@mail.mil).

12. **REQUIREMENTS FOR PRIVATE ORGANIZATION APPROVALS.** Private organizations or individuals desiring to establish a private organization on a military installation are required to obtain the approval of the Commander, U.S. Army Garrison-Hawaii. Once established in accordance with Army Regulation (AR) 210-22, these organizations are required to submit selected documentation (e.g., meeting minutes, financial statements, audits, federal and state tax exemption, liability insurance, etc.) on a quarterly basis. Failure to submit the required documents may result in withdrawal of the operating permit. Private organizations are reminded of the State of Hawaii tax exemption requirement (Form G-6) which should be forwarded with all other documentation. The hours of operation for Private Organization Approval Notice appointments will be M - F, 0800 - 1200; 1300 - 1600, appointments only. For more information, or to make an appointment, please contact Ms. Kristy Balli, DFMWR, 350 Eastman Rd. Wheeler Army Airfield, at 656-0083 or [Kristy.balli.naf@mail.mil](mailto:Kristy.balli.naf@mail.mil).

13. **MORALE, WELFARE AND RECREATION UNIT FUNDS.** A unit fund is a non-appropriated fund activity of the USAG-HI Installation Morale, Welfare and Recreation Fund (IMWRF) established to provide monetary support and enable unit commanders to supplement available appropriated funds (APF) for providing morale support to unit military personnel. Unit funds are intended to contribute to the comfort, pleasure, contentment, mental and physical welfare of the unit Soldiers and must be used for the benefit of all members within the unit. Allocation of all unit funds is based on a ceiling determined by the USAG-HI IMWRF, approved by the Installation Community and Family Program Review Committee (ICFRC), and the USAG-HI Commander. Unit funds are distributed and expended annually, based on requirements. All unexpended balances revert back to the IMWRF at the end of each fiscal year (30 September). No unit owns or controls interest in the Installation MWR Funds. Petty Cash & Regular Unit Fund Withdrawals are available from the Directorate of Family and Morale, Welfare and Recreation, NAF Support Management Division Office, 350 Eastman Road, Wheeler Army Airfield from 0800 - 1600 (closed for lunch 1200 – 1300); walk-ins are permitted, but calling ahead for availability is recommended. For more information or to make an appointment, please contact Mr. Chad Guerrero, DFMWR, 350 Eastman Rd., Wheeler Army Airfield, at 656-0102 or [chad.w.guerrero.naf@mail.mil](mailto:chad.w.guerrero.naf@mail.mil).

14. **GREEN TO GOLD PROGRAM.** The Green to Gold Program is seeking quality soldiers with officer potential who are interested in going to college to earn a baccalaureate or master's degree. Soldiers must have served at least two years on active duty and are allowed to request discharge from active duty (Scholarship Option to include the CG's Hip-Pocket Program and Non-Scholarship Option) or remain on active duty (2YR Active Duty Option), and enroll in Army ROTC to commission as a second lieutenant. Soldiers can enroll in one of the more than 270 schools in the nation with an Army ROTC program. College students that attend Army ROTC in Hawaii have the unique opportunity to attend one of several universities (the University of Hawaii at Manoa, University of Hawaii West Oahu, Hawaii Pacific University, Chaminade University or Brigham Young University, Hawaii). Regardless of the academic institution you choose, you have the ability to cross-enroll in military science through the University of Hawaii at Manoa. Check the Green to Gold website for complete benefits, eligibility requirements, and the appropriate applications at: [http://www.goarmy.com/rotc/enlisted\\_soldiers.jsp](http://www.goarmy.com/rotc/enlisted_soldiers.jsp).

15. **COMMANDERS – GOT RISKS?** The Army Substance Abuse Program's Risk Reduction office offers the Unit Risk Inventory (URI) Assessment, a 53-item questionnaire which assesses a unit's propensity for risk in 14 areas deemed high-risk to include: alcohol and other drug use, unit cohesion, suicide, financial problems, army environment, self perception and relationships. Results of this survey provide a picture of the unit's self-reported high risk behaviors. Surveys can be given to any Army Hawaii unit, as long as 60% of the assigned strength is present. Commanders can request a URI during Change of Command or annually. To schedule a survey for your unit, please call the Risk Reduction Team at 655-0996.



16. COMMANDER'S REFERRAL PROGRAM. Commanders and First Sergeants can approve up to \$1,500 of Basic Living Expenses for their Soldiers through Army Emergency Relief. AER offers an essential training course that Commanders and First Sergeants must attend before approving AER Command Referrals. For further information and to schedule a time to attend desk-side training, please contact Ms. Robin Sherrod, Army Emergency Relief Officer, at 655-1717 or email [robin.m.sherrod.civ@mail.mil](mailto:robin.m.sherrod.civ@mail.mil). All Commander Referral AER requests will be turned in between 0730 – 1300 M – F. All requests will be processed for pickup between 1400 – 1530 the same duty day. Any requests turned in after 1300 will be processed the following duty day for pickup between 1400 – 1530. DA FORM 1103 Application for Army Emergency Relief (AER) Financial Assistance has been replaced by AER Form 700 – Application for Army Emergency Relief (AER) Financial Assistance and AER Form 600 – Commander's Referral Program – Application for Army Emergency Relief (AER) Financial Assistance.

## **J. USAG-HI PRINTING, PUBLICATIONS, FORMS AND RECORDS MANAGEMENT**

1. WARNING REGARDING COPYING DD FORM 2501, COURIER AUTHORIZATION CARD OR OTHER ACCOUNTABLE FORMS. In response to an inquiry regarding copying the DD Form 2501, Courier Authorization Card, the following information is provided: As is clearly stated on the back of the DD Form 2501, "Any Counterfeiting, Alteration or Misuse of this form is a violation of Section 499, Title 18 U.S. Code." The exact language of the citation is as follows:

18 USC Sec. 499, 01/05/2009: (TITLE 18, Crimes and Criminal Procedure; Part I, Crimes, Chapter 25 – Counterfeiting and Forgery, Sec. 499 – Military, Naval, or Official Passes.)

"Whoever falsely makes, forges, counterfeits, alters, or tampers with any naval, military, or official pass or permit, issued by or under the authority of the United States, or with intent to defraud uses or possesses any such pass or permit, or personates or falsely represents himself to be or not to be a person to whom such pass or permit has been duly issued, or willfully allows any other person to have or use any such pass or permit, issued for his use alone, shall be fined under this title or imprisoned not more than five years, or both." Any incidents of this form or any other accountable form being copied that come to the attention of the USAG-HI Forms and Publications Control Officer will be reported through the chain of command and to CID for further action. Questions on this issue should be directed to Mr. Don G. Boyer at 656-0334.

2. NEW USAG-HI COMMAND CORRESPONDENCE MEMORANDA, PUBLICATIONS, FORMS AND RELATED DOCUMENTS.

*[USAG-HI Command Correspondence, Publications and Command Forms are posted to the Directorate of Human Resources (DHR) IMCOM Pacific Region Website at:*

<https://portal.usarpac.army.mil:36000/imcom-pacific/Garrisons/Hawaii/hiHROffices/USAGHIPUB/default.aspx>.

*For further information, please contact the USAG-HI Forms and Publications Control Officer at 656-0334.]*

The following Publications have been signed or approved by the Garrison Commander. New publications have been posted to the DHR IMCOM Theater Portal. For further information on these documents, please contact the proponent offices listed below.

### **a. New USAG-HI Command Correspondence.**

(1) Policy Memorandum USAG-HI-25, Solid Waste Management and Recycling (DPW), 23 Oct 13 has been updated and signed by the Garrison Commander.

### **b. New USAG-HI Publications.**

*[No new Command Publications issued for October.]*

3. RESCINDED OR SUPERSEDED PUBLICATIONS. The following publications have been rescinded or superseded by the proponent office. Rescinded publications have been removed from the DHR IMCOM Theater Portal. Items that have been superseded have been replaced with the new issuance.

*[No publications rescinded.]*

4. USE CAUTION IN SEARCHING FOR FORMS VIA GOOGLE, BING OR YAHOO. The Army Publishing Directorate is cautioning all Army units/Soldiers to exercise caution when searching for forms via Google, Bing, and Yahoo. The search results for certain forms (e.g. Form 4187, Counseling forms, COLA, Stop Meal Deductions) have in some cases directed users to web-sites that could potentially contain malicious files. RCERT-Pacific strongly recommends that all users requiring military forms and other documents use the official Army form repository website at <http://www.apd.army.mil/ProductMap.asp> for forms from the PLWN and/or at home. It is recommended that this site be bookmarked in your favorites to ensure you are downloading the official version of documents and forms that you require without risking accessing malicious sites.

5. CONTACT FOR COORDINATION OF USAG-HI PUBLICATIONS. All Directorates and tenant organizations are reminded that the contact for coordinating the review, approval and publication of all USAG-HI numbered publications (Regulations, Memorandums, Circulars, Pamphlets, SOPs, Supplements and Policy Memoranda as well as Delegation of Authority Memoranda) is the USAG-HI

Forms and Publications Control Officer, Mr. Don Boyer, Directorate of Human Resources (DHR), Administrative Services Division (ASD). Completed publications are posted to the USAG-HI website at:  
<http://www.garrison.hawaii.army.mil/command/documents.htm>.

Publications are also posted to the IMCOM DHR Theater Portal at:  
<https://portal.usarpac.army.mil:36000/imcom-pacific/Garrisons/Hawaii/hiHROffices/USAGHIPUB/default.aspx>.

USAG-HI-generated command and local forms are also coordinated through this office. Call Mr. Boyer at 656-0334 or email [don.g.boyer.civ@mail.mil](mailto:don.g.boyer.civ@mail.mil) for further information.

**6. POINT OF CONTACT FOR PUBLICATIONS AND BLANK FORMS ACCOUNTS.** Organizations and units maintaining publications accounts in accordance with DA PAM 25-33, "User's Guide for Army Publications and Forms" are reminded that the point of contact for all actions involving new publications accounts, changes to accounts and closing of accounts is the USAG-HI Forms & Publications Control Officer, Mr. Don Boyer, Directorate of Human Resources (DHR), Administrative Services Division (ASD), at 656-0334, or email [don.g.boyer.civ@mail.mil](mailto:don.g.boyer.civ@mail.mil). All DA Form 12-R, "Requests for Establishment of a Publications Account," must be forwarded to Mr. Boyer for review and approval prior to submission to the Army Publishing Directorate (APD), St. Louis. Forms submitted to APD directly are returned without action by APD, which will delay establishing an account or correcting problems. For contractors, requests for publications accounts to support their mission must be processed through their respective Contracting Officer's Representative (COR). Information on mailing addresses for publications accounts and establishing an account when preparing for deployment are covered in the items below. Once an account is established, units may order publications from the APD website at [www.apd.army.mil](http://www.apd.army.mil).

To obtain sensitive blank forms not available through the Army Publishing Directorate (APD) website, units will need to establish a "local" publications account with the Records Holding Area/Forms Center (RHA/FC) at Bldg. 6042, 1976 Higgins Rd., East Range. Please be aware that the RHA/FC no longer stocks publications of any kind, medical record forms or other medical forms. Medical-related forms and publications can be obtained from the Tripler Army Medical Center (TAMC) via Mr. John Berry at 433-6071. All publications are obtained from the Army Publishing Directorate via unit publications accounts. (Also see the "Forms Acquisition" notice below. For further information, please contact Mr. Don G. Boyer at 656-0334 or [don.g.boyer.civ@mail.mil](mailto:don.g.boyer.civ@mail.mil).)

**7. DUPLICATION OR PRINTING OF PUBLICATIONS.** Publications that are downloadable from the Army Publishing Directorate website requiring duplication in quantity by organizations/units shall be done through the Defense Logistics Agency (DLA) Document Services Office. Publications will not normally be printed via commercial local printing sources. (Use of such sources without first consulting with the Document Services Office could be considered and unauthorized procurement.) For information on document production, please contact Ms. Gloria Gonzales, DLA Document Services Office, Bldg. 2038, Schofield Barracks, at 655-1400. Small documents may be reproduced on unit copy machines when such use does not exceed the limitations of the copy machine or its monthly usage quotas. For further information, please contact the USAG-HI Forms and Publications Control Officer, Mr. Don G. Boyer at 656-0334 or email [don.g.boyer.civ@mail.mil](mailto:don.g.boyer.civ@mail.mil).

**8. POINT OF CONTACT FOR ACCOUNTABLE FORMS.** Organizations needing accountable forms should contact the USAG-HI Forms and Publications Control Officer, Mr. Don G. Boyer, at the Directorate of Human Resources, Administrative Services Division, Records Holding Area/Forms Center, Bldg. 6042 East Range, Schofield Barracks. Accountable forms are issued via the DA-410 Receipt for Accountable Forms. All units wishing to obtain accountable forms must present a DA Form 1687, Notice of Delegation of Authority – Receipt for Supplies signed by the appropriate OIC before forms will be issued. The DA 1687 will list those within a unit authorized to pick up accountable forms and will be updated as necessary when personnel change. For further information, please call Mr. Don G. Boyer at 656-0334 or email [don.g.boyer.civ@mail.mil](mailto:don.g.boyer.civ@mail.mil).

**9. PUBLICATIONS AND BLANK FORMS ACCOUNTS FOR UNITS DEPLOYING OVERSEAS.** Army Units that are deploying overseas or are already deployed are required to set up a "V" Publications and blank forms account with the European Command to use while deployed. Establishing this overseas account can be started up to 60 days prior to deployment to accommodate the fact that some units will not have fax or scanning capabilities once deployed; as soon as you arrive in country you can contact the proper office to activate the account. The website to use is [https://aepubs.army.mil/ae/public/aepubs\\_main.asp](https://aepubs.army.mil/ae/public/aepubs_main.asp) (underscore between "aepubs" and "main"). Click on the FAQ tab on the left, then click on question #3 and answer "no" and click "Submit." Within 2 working days of submitting a DA Form 12-R as shown above, the unit publications manager will receive account information that will allow him or her to establish subaccounts, subscriptions, a library, and a forms maintenance list. Once deployed, the publications manager must contact the USAPDCE Customer Service Desk, [customer.service.aepubs@eur.army.mil](mailto:customer.service.aepubs@eur.army.mil), to provide the deployed official mailing address, unit telephone number, and official email address if different than the email address already provided. Once this information is received, the account will be activated within 5 work days, and the publications manager will be able to order publications and blank forms while deployed. If you have any questions or need additional assistance, contact the USAPDCE Customer Service Desk: DSN: (314) 384-6881/82/83/84 or Commercial: (49) 0621-730-6881/82/83/84. The new Army In Europe Publishing System (AEPUBS) Account Management Guide governing overseas accounts is available from the Army Publishing Directorate website at [www.apd.army.mil](http://www.apd.army.mil). Deploying units may have their current (local) Publications Account remain active IF the unit will have a Rear Detachment that will need forms or publications while the unit is deployed. Rear Detachments can only order forms and publications for themselves, NOT for the deployed portion of the unit. Otherwise, the local Publications Account should be frozen or closed until the unit returns. Deployed units MUST receive all their publications, including blank and sensitive forms, from their overseas publications account, and will need to coordinate with USAPDCE for all publications needs. Also, units preparing to deploy cannot "stockpile" forms or publications through requisitioning forms at the Records Holding Area/Publications

Center, East Range, prior to deployment. Establishing an overseas account prior to deployment obviates the need for such actions. Prior to returning from deployment, units can close their "V" account and reestablish and account locally. Publications or blank forms received from the European Command while deployed overseas, should not be returned to the office of issue. Excess Forms, Pubs, etc. should be brought back with the units to their main HQs in CONUS. Note that deployed units preparing to return to CONUS have 90 days to order and receive sensitive forms in quantities needed for issuance to their Soldiers upon return to CONUS. These are items such as DA 4980-12 (Meritorious Service Medal), DA 4980-14 (Army Commendation Medal), DA 4980-18 (Army Achievement Medal), DD-714 (Meal Card Control Book), promotion certificates and other accountable or sensitive forms that will be need to be issued in quantity upon return from deployment. The USAG-HI Forms Center only has limited quantities of these forms available per month and cannot cover large quantity needs without advance planning. For further information, please contact Mr. Don G. Boyer, USAG-HI Forms and Publications Control Officer, DHR, ASD, at 656-0334 or [don.g.boyer.civ@mail.mil](mailto:don.g.boyer.civ@mail.mil).

10. FORMS ACQUISITION, USAG-HI RECORDS HOLDING AREA/FORMS CENTER (RHA/FC). Sensitive and high-use forms can be obtained from the Directorate of Human Resources RHA/FC, Bldg. 6042, 1976 Higgins Rd., East Range. Entrance to the forms center is at Door #2, north side of the building. Procedures for obtaining forms are as follows:

a. All unit publications NCOs need to ensure that a DA Form 1687 (Notice of Delegation of Authority – Receipt for Supplies) is maintained for their unit with the unit's RHA/FC account number and is up to date when sending Soldiers to obtain forms. Updated copies should be provided to the RHA/FC Manager whenever there are changes. Individuals coming to the RHA/FC for forms must be listed on the appropriate DA Form 1687.

b. Soldiers picking up forms must have a completed DA-17, Requisition for Blank Forms/Publications, listing the required items, (to include both form title and form number) and quantities of each desired. A complete listing of forms by number and title is CRITICAL to our providing quality service to Soldiers. Please call beforehand if possible to ensure the needed forms are actually available – a list of the 163 forms currently stocked at the Forms Center is available upon request. Out of stock items can be ordered at that time if needed.

c. Soldiers should be aware that many forms are restricted by the form proponent as to the number of copies that can be ordered at any one time and that the RHA/FC has limited control over quantities ordered. Normally, quantities requested by units should be restricted to the minimum amount needed for one to two month's operations. We can make requests through the Army Publishing Directorate for increases in quantities if the need is justified and documented by the end user, but it remains within the authority of the form proponent to approve or disapprove quantities issued. For more information, please contact Mr. Don G. Boyer, USAG-HI Forms and Publications Control Officer, DHR, ASD, at 656-0334 or [don.g.boyer.civ@mail.mil](mailto:don.g.boyer.civ@mail.mil).

11. USE OF NON-RESIDENT VEHICLE CERTIFICATES (CITY AND COUNTY OF HONOLULU FORM CS-L (MVR) 50. Soldiers not residents of the State of Hawaii can waive the weight tax due on their privately-owned vehicles when registering their vehicles at one of the City and County of Honolulu licensing centers located at the Satellite City Halls (a nominal processing fee will be charged). This does not apply to leased vehicles and vehicles registered in a dependent's name only. The City and County of Honolulu Form CS-L (MVR) 50 is used for this waiver process and must be an original document (to include the information and signatures). PHOTOCOPIES OF THE FORMS WILL NOT BE ACCEPTED AT THE DMV OFFICES. City and County of Honolulu regulations require that individuals who are signing the form on behalf of an active duty Soldier must have a completed Power of Attorney submitted with the form. The Power of Attorney must be an original or notarized document (No copies) and must have valid dates.

If the applicant is also the commanding or personnel officer of a unit, they cannot certify their own non-residency form; they must have a unit senior certify their form. Active duty Soldiers must go to their S-1/Personnel and Administrative Center (PAC) to obtain the forms. ALL PERSONNEL ARE REMINDED THAT ONLY ACTIVE DUTY ARMY PERSONNEL ASSIGNED TO A HAWAII ARMY UNIT AND THEIR QUALIFYING SPOUSES MAY USE THESE FORMS. ISSUANCE OF THESE FORMS SHOULD BE CONTROLLED AND RECORDED TO ENSURE NON-QUALIFIED PERSONNEL ARE NOT ACQUIRING THESE FORMS. Units not structured under a PAC should report to the administrative office that dispenses these responsibilities.

**Note that the Non-Residency Form is restricted to use by Active duty Soldiers who are NOT residents of the state of Hawaii AND are assigned to a Hawaii-based Army unit, with the exception noted below. If a Soldier transfers out of a Hawaii-based Army unit but the family remains behind, the family no longer qualifies for use of the Non-Residency Form.**

The City and County of Honolulu Department of Motor Vehicles has extended the qualifications for use of the non –residency form to register vehicles with the State of Hawaii. Under current guidance, active duty Army Soldiers assigned to a Hawaii Army unit who are RESIDENTS of the State of Hawaii and their qualifying spouses now qualify to register ONE non-commercial vehicle using the non-residency form. Cost is \$72.50. (This cost-savings is limited to only one vehicle, whereas non-residents may register all their qualifying vehicles.)

Units/Organization G-1/S-1 or PAC offices must obtain these forms from the Records Holding Area/Forms Center, Bldg. 6042, East Range (656-0334). Due to the sensitivity of these forms, and the potential for misuse, they will not be forwarded through mail distribution. It is the responsibility of the 1SG, PAC NCOs, Administrative NCOs and Adjutants to ensure that Staff Duty Officers/NCOs individually sign and issue these forms to members assigned to their units. Receiving Soldiers/Spouses should complete and sign the form in the presence of the approving official. Blank forms or blank pre-signed forms will not be issued at any time.

The Standing Operating Procedures (SOP) for Use of the City and County of Honolulu Non-Residency Form will be handed out to all those picking up Non-Residency Forms and is available on the DHR USARPAC Theater Portal at

<https://portal.usarpac.army.mil:36000/imcom-pacific/Garrisons/Hawaii/hiHROffices/USAGHIPUB/default.aspx>.

Requirements of this SOP are mandatory for using units and Soldiers/qualifying spouses. All G/S-1 offices and PACs should have copies of this SOP and ensure widest distribution to Soldiers/spouses as needed. The intent of the SOP is to ensure that all offices handle the form in a consistent manner and that the forms are properly completed so that Soldiers are not inconvenienced at the DMV by having a form refused. This will also assist the Hawaii DMV in providing quality service to their military customers. Provisions of the SOP are mandatory.

For further information, please contact Mr. Don G. Boyer, USAG-HI Forms and Publications Control Officer, DHR, ASD, at 656-0334 or [don.g.boyer.civ@mail.mil](mailto:don.g.boyer.civ@mail.mil).

12. TRANSFER OF FISCAL YEAR 13 FILES AND CY 13 FILES TO RECORDS HOLDING AREA (RHA), BLDG. 6042, EAST RANGE. Units/Organizations having eligible records/files ready for transfer to the RHA are reminded that contents in boxes will conform exactly with the accompanying SF 135-A (Records Transmittal and Receipt). SF 135s require review and approval by the appropriate command records management officials (RMOs) as prescribed in AR 25-400-2, Army Records and Information Management System (ARIMS), 02 Oct 2007. Only eligible records IAW ARIMS will be accepted at the RHA for temporary storage. The RHA does not have extensive shelving space and only prescribed records in ARIMS will be accepted; all others will remain in their current filing areas until ready for disposal by the proponent. Records Management Officers will ensure that records and files are properly arranged and packed in boxes in accordance with AR 25-400-2 prior to shipment to the RHA. All printing on the outside of the boxes will be neatly written. Records will be packed in shipping boxes (NSN 8115-00-117-8249) only. Boxes may be procured from the General Services Administration (GSA) at Schofield Barracks or Hickam Air Force Base. Before any records can be accepted at the RHA, the Directorate of Human Resources, Administrative Services Division requires a signed Memorandum of Agreement (MOA) between the proponent office and DHR stating that the expense to destroy records will be the responsibility of the proponent as will providing the necessary manpower to complete the shelving or removal process. Other details may be required. Arrangements for turning in records to the RHA, for records disposal and for developing the required MOA requires prior coordination by telephone or email with the USAG-HI Records Manager, Ms. Anna Tarrant at 655 - 5033.

#### **K. ARMY CAREER AND ALUMNI PROGRAM (ACAP)**

1. ACAP NEW ON-LINE SERVICES FOR SEPARATING PERSONNEL. New ACAP on-line services are available for separating Soldiers to complete the automated mandatory pre-separation briefing and DD Form 2648/2648-1. Commanders and separating Soldiers should visit the ACAP Homepage at [www.acap.army.mil](http://www.acap.army.mil) or contact the ACAP Center at 655-1028. The ACAP Call Center, at (800) 325-4715, is also available 24/7 for further information and assistance.

2. ACAP PROGRAM FOR SEPARATING PERSONNEL. All separating military personnel are required by Public Law 107-103 to complete a DD Form 2648/2648-1 (Pre-separation Counseling Checklist) NLT 12 months from their anticipated separation date, and a DD Form 2958 prior to separation. The DD Forms 2648 and 2958 are required documents which need to be presented at final out processing. Retirees can begin ACAP 24 months and normal ETS can begin NLT 12 months from anticipated retirement/separation date. All chapter cases (MEB, involuntary, voluntary) and REFRAD should begin as soon as possible. No orders are required. Completion of the Pre-separation briefing and DD Form 2648 does not obligate a Soldier to leave the Army. Spouses are eligible to use ACAP services and are encouraged to participate in transitional planning. For further information, please contact the ACAP Center at 655-1028. To keep up-to-date with current Schofield Barracks ACAP events and career opportunities, like us on Facebook: <https://www.facebook.com/SchofieldBarracksACAP> and follow us @SchofieldACAP on Twitter and Instagram. Please see the ACAP Event Flow Chart attached to the end of this Bulletin for additional ACAP information.

The ACAP Center is open Monday, Tuesday, Wednesday & Friday from 0730 – 1600 and Thursdays from 1000 – 1600. The Center is open on training holidays and closed on all federal holidays. Separating personnel, spouses and adult family members are eligible to use ACAP services (even during deployment). The ACAP Center is located on Schofield Barracks at the Solider Support Center, 673 Ayers Ave., Bldg. 750, Rm. 136. ACAP also has a remote office at the Aloha Center on Ft. Shafter, Bldg. S330, Rm. 110. Visit the ACAP Homepage at [www.acap.army.mil](http://www.acap.army.mil) for more information or contact the ACAP Center at 655-1028. Please note that it is expected that all personnel attending ACAP functions will be in business casual attire. (For examples of appropriate attire, the Garrison website ACAP page has an explanatory flyer.)

3. ACAP AND DEPLOYING SOLDIERS. Soldiers with less than 180 days from their ETS dates upon redeployment must attend the mandatory Pre-separation Briefing and complete their DD Form 2648 prior to deploying. Completing the DD Form 2648 does not obligate Soldiers to leave the Army. New ACAP on-line services are available for separating Soldiers to complete the mandatory pre-separation briefing and DD Form 2648/2648-1.

Units may contact the ACAP Center at 655-1028 to schedule group Pre-separation Briefings at their respective units prior to SRP Level 2. Spouses are also eligible to use ACAP services while their sponsor is in theater and spouses are encouraged to participate in transitional planning. The ACAP Center is open Mon, Tues, Wed & Fri from 0730 – 1600 and Thurs from 1000 – 1600. The Center is open on training holidays and closed on all federal holidays. Visit the ACAP Homepage at [www.acap.army.mil](http://www.acap.army.mil) or contact the ACAP Center at 655-1028.



4. **ACAP AND SOLDIERS GOING THROUGH A MEDICAL EVALUATION/PHYSICAL EVALUATION BOARD (MEB/PEB).** All AC/RC Soldiers going through an MEB/PEB are required to attend Pre-separation briefing at the initiation of the MEB/PEB and complete DD Form 2648 (AC)/2648-1 (RC) and provide a copy of the form to the PEBLO. The installation ACAP Center is the designated agency to provide pre-separation counseling to Soldiers. AC/RC Soldiers assigned/attached to WTB excluding Cadre' who have been referred for an MEB or PEB and have been cleared by medical authority are required to register for ACAP services, receive the mandatory pre-separation counseling (DD Form 2648/2648-1), attend the DOL Employment Workshop (3 days), participate in a VA Benefit briefing(6 hours). Additional ACAP services are available based upon the needs and desires of individual Soldiers. Soldiers should be given maximum time to complete all of their requested ACAP services. New ACAP on-line services are available for separating Soldiers to complete the automated mandatory pre-separation briefing and DD Form 2648/2648-1. Visit the ACAP Homepage at [www.acap.army.mil](http://www.acap.army.mil) or contact the ACAP Center at 655-1028 for more information. The ACAP Center is open Monday, Tuesday, Wednesday & Friday from 0730 – 1600 and Thursdays from 1000 – 1600. The ACAP Center is open on training holidays and closed on all federal holidays.

5. **ACAP AND DEPT OF THE ARMY CIVILIANS (DACS).** Department of the Army Civilians (DACS) experiencing a Reduction in Force (RIF), Base Realignment Closure (BRAC) action and/or retiring from federal service are eligible to use ACAP services and are authorized by Army policy to do so. ACAP helps DACS evaluate their skills, and analyze their abilities to find another government position or a good civilian job. ACAP is designed to support DACs – making sure that when they leave the Army they are successful in planning future careers and employment. Job search training and workshops and specialized seminars are available. Go to the ACAP Homepage at [www.acap.army.mil](http://www.acap.army.mil) or contact the ACAP Center for more information at 655-1028. The ACAP Center is open Monday, Tuesday, Wednesday & Friday from 0730 – 1600 and Thursdays from 1000 – 1600. The Center is open on training holidays and closed on all federal holidays.

6. **ACAP DEPARTMENT OF LABOR EMPLOYMENT WORKSHOP (DOLEW).** In conjunction with the Department of Labor, Veterans Employment and Training Services (VETS), the ACAP Center offers a mandatory 3-day DOLEW for Soldiers leaving active duty and entering the civilian workforce. Separating personnel must attend the mandatory pre-separation briefing prior to attending the DOLEW workshop. Spouses are also eligible to attend the DOL workshops. The DOL workshops are held at the ACAP Center on Schofield Barracks, Soldier Support Center, 673 Ayers Ave., Bldg. 750, 1st Floor, Room 123 or the Education Center, Bldg 560, Room 207. The ACAP Center hours of operation are 0800 – 1600. The ACAP Center is closed on all federal holidays. For more information visit our ACAP Homepage at [www.acap.army.mil](http://www.acap.army.mil). Transitioning personnel also have the option to schedule appointments through the ACAP Homepage. The ACAP Call Center, at (800) 325-4715, is also available 24/7 for further information and assistance.

7. **ACAP VETERANS AFFAIRS (VA) BENEFITS BRIEFING I AND VA BENEFITS II.** ACAP will be responsible for scheduling and hosting the VA Benefits Briefing I and VA Briefing II on Army installations. VA briefings are held weekly at the ACAP Center.

8. **ACAP CALENDAR.** The schedule of ACAP briefings and meetings is available through the ACAP Center at 655- 1028 and is posted on the USAG-HI website under ACAP.

9. **ACAP REMOTE OFFICE.** ACAP opened a remote office at the Aloha Center on Ft. Shafter, Bldg. S330, Rm. 110. Hours are 0800 - 1600 Mon, Tue, Wed and Fri, and 1300 – 1600 on Thurs. The Ft Shafter office can be reached at (808) 438-9735.

10. **NEW DOD VIRTUAL CURRICULUM ASSISTING SERVICE MEMBERS VIA JOINT KNOWLEDGE ONLINE (JKO).** The JKO portal is DoD's effort to put a redesigned Transition Assistance Program (TAP) (now called TAP Goals, Planning and Success (GPS)) training into an environment where Service Members can access it whenever they need it from anywhere in the world. JKO online TAP GPS virtual curriculum has launched and is located at <https://jkodirect.iten.mil>. Transition preparation training is now in a military training platform. New TAP GPS curriculum offers 10 training modules for Service Members to attain their required career readiness standards before they separate. Soldiers should contact the ACAP Center (808-655-1028) for more information. Other informational links are: <http://www.defense.gov/news/newsarticle.aspx?id=120922>, [www.acap.army.mil](http://www.acap.army.mil), <http://www.garrison.hawaii.army.mil/acap/default.htm>, and <https://www.facebook.com/SchofieldBarracksACAP>.

## **L. MISCELLANEOUS NOTICES**

1. **ARMY-LEASED COPIERS AND DEPLOYING UNITS.** Units that are preparing for deployment are reminded that their office copiers are part of an Army-leased contract and are NOT to be taken on deployment. Units consolidating their rear detachment areas are authorized to have their office copiers relocated free of charge (for a first-time move) by contacting the Network Enterprise Command (NEC) Copier Manager, Ms. Joyce Funai, at 656-0487. As a cost savings measure, office copiers not being used during deployment will be turned in. Units with copier requirements while deployed are encouraged to coordinate with their unit Information Management Officer/Battalion Signal Officer (IMO/BSO) to submit a Capability Request (CAPR) through their Command IMO to the NEC for validation. Deployable-type copiers are available via the Government Purchase Card (GPC) program. For further information, please contact Ms. Joyce Funai, NEC Copier Manager, at 656-0487, email [joyce.funai@us.army.mil](mailto:joyce.funai@us.army.mil).

2. **EXCESS TONER CARTRIDGE AVAILABLE.** The USAG-HI Internal Review and Audit Compliance Office has an excess toner cartridge (Q5949X) for HP LaserJet 1320/1320N/1320TN/1320NW/3390/3392 and Canon LBP 3300. Anyone interested in obtaining the cartridge contact Rick Spielman at 655-0798 or [frederick.m.spielman.civ@mail.mil](mailto:frederick.m.spielman.civ@mail.mil).

## SECTION II: UNOFFICIAL

### A. NON-MANDATORY EVENTS AND TRAINING

1. **ANNUAL HOLIDAY CARD LANE EVENT SCHEDULED.** The annual USAG-HI Holiday Card Lane will be held 25 Nov 13 thru 6 Jan 14 at Fort Shafter (Triangle across from Richardson Theatre and Library) and at Schofield Barracks (Macomb Gate Road). Entry forms are available at <http://www.himwr.com/special-events/latest-news-and-events/1219-holiday-card-lane-2013>. Deadline for registration is 21 November 2013. For further information, please contact Ms. Sarah Newton at 655-0113 or [sarah.j.newton2.naf@mail.mil](mailto:sarah.j.newton2.naf@mail.mil).

2. **DR. MARTIN LUTHER KING JR. OBSERVANCE AND VOLUNTEER FAIR SCHEDULED.** The Dr. Martin Luther King Observance and Volunteer Fair has been scheduled for 16 January 2014 beginning at 1100 at the SGT Smith Theater, Schofield Barracks. The event is hosted by the U.S. Army, Pacific Equal Opportunity and Team EO/EEO Hawaii) and the theme is "A Day On, Not a Day Off". The Guest Speaker will be General Vincent K. Brooks, US Army, Pacific Commanding General. For further information, please see the flyer attached to the end of this Bulletin or contact SFC Amelia L. Lazo-Ramos, USAG-HI EEO, at 655-9378.

### B. SOLDIER AND FAMILY HEALTH, WELFARE AND RECREATION

1. **DEFENSE COMMISSARY AGENCY (DeCA) ANNOUNCES AVAILABILITY OF COMMISSARY GIFT CARDS FOR THE HOLIDAY SEASON.** The holiday season is right around the corner, and the Commissary Gift Card is a quick and easy way to help give the gift of groceries to military service members and their families around the world. Please see the DeCA news release attached to the end of this Bulletin for complete information.

2. **DEFENSE COMMISSARY AGENCY (DeCA) TO BEGIN SCANNING IDENTIFICATION CARDS.** Commissaries will soon begin scanning customers' Department of Defense ID cards at checkouts as DeCA continues its pursuit to deliver a 21st century benefit to all customers. The commissary at Fort Lee, Va., became the first store to scan ID cards on Oct. 22 as the first part of an agency-wide rollout to all stores that begins 10 November 2013 and will be completed by mid-January. Commissary shoppers are used to showing their ID cards to establish their eligibility to use the commissary. By scanning the ID at checkout, DeCA will no longer need to maintain any personal information on customers in its computer systems, such as the system used for customers who write checks. Scanning will also help improve the commissary benefit for all patrons. For further information, please see the DeCA News Release 71-13 attached to the end of this Bulletin.

3. **ARMY SUBSTANCE ABUSE COUNSELING SERVICE (ASACS) NEWSLETTER.** A new edition of the ASACS "Parent Update" Newsletter is attached to the end of this Bulletin. For further information, please contact Ms. Sara L. Hill, ASACS Clinical Supervisor at 655-5080 or [sara.l.hill@saic.com](mailto:sara.l.hill@saic.com).

4. **SCHOFIELD BARRACKS AND FORT SHAFTER LEGAL ASSISTANCE OFFICE CLIENT SERVICES.** The Schofield Barracks and Fort Shafter Legal Assistance Offices can provide free legal assistance to active duty personnel, family members, retirees, and certain Department of Defense personnel. The offices provide assistance on issues including, but not limited to: estate planning services (including wills and advance medical directives), consumer affairs, guardianship, divorce, taxes, landlord-tenant law, military administrative matters, and insurance claims. Additionally, notary services and powers of attorney are available. If you would like more information or are in need of a power of attorney or Legal Assistance, please visit or contact one of our offices during our regular business hours listed below:

*a. Schofield Barracks Legal Assistance Office,*  
Schofield Barracks, Bldg. 2037, 655-8607

MTWF 0900 – 1600 & Thu 1300 – 1445: Powers of Attorneys & Notarizations  
MF 0930 – 1130 & 1130 – 1500, Thu 1300 – 1500: Scheduled Appointments  
(T) 0930 – 1500: Appointments on a walk-in first-come first-serve basis  
(W) 0930 – 1500: Wills (estate planning) on a walk-in first-come first-serve basis

*b. Fort Shafter Legal Assistance Office,*  
Fort Shafter, Bldg. 330, Rm. 110C, 438-2627

MTWF 0900 – 1600 & Thu 1300 – 1500: Powers of Attorneys & Notarizations  
MTF 0930 – 1130 & 1130 – 1500, W – Thu 1300 – 1500: Scheduled Appointments  
(T: Taxes only)  
Closed everyday from 1200 – 1300 for lunch.

*c. Claims.* The Schofield Barracks Claims office provides forms and information on claims for loss of or damage to personal property incident to service. Incidents include shipment of personal property and privately owned vehicles, fire, flood, hurricane, or other unusual occurrence, or by theft or vandalism occurring on government installations, and deployments.

Whether filing a claim with the Army's claims office or through your personal insurance, it is important to document damage to your property by taking pictures. Also, remember to gather any and all records regarding your property and to call your personal insurance agent immediately. To file a claim, please visit or call the Claims Office on Schofield Barracks at Building 2037. Hours of operation are MTWF 0900 – 1600, Thu 1300 – 1500. Please call 655-9279 for further information.

**5. ADOLESCENT SUBSTANCE ABUSE COUNSELING SERVICE (ASACS).** Worried about your TEEN? The ASACS (Adolescent Substance Abuse Counseling Service) is a voluntary and confidential service for military dependents and their families. All services provided are free of charge to military families. ASACS provides a continuum of care from prevention, to early intervention and outpatient counseling services. Services are targeted to both middle and high school age dependents and are available at either Schofield Barracks, Aliamanu Military Reservation and in several high and middle schools: Leilehua High, Mililani High, Radford High, Aliamanu Middle, and Wheeler Middle School. ASACS clinical services begin with initial assessments that will assist to determine the counseling needs – individual, group and/or family counseling services. All services are individualized per the needs identified and providers are licensed clinicians. ASACS supports teens to reduce risk factors and increase protective factors before any onset of substance use. These prevention services include: counseling sessions for the teen and parents, LifeSkills Training Classes, Transition Support, and other prevention groups and activities to promote a healthy lifestyle, and learn ways to cope with the daily stressors of just being a teen. ASACS provides clinical support to teens and their parents should there be any concern of an alcohol and/or drug related issue. Teens, parents, commanders and other community helpers are welcome to call ASACS to consult on any possible referrals, or would like to seek counseling and prevention services. For further information, or to set an appointment, either stop by or call Ms. Sara Hill at 655-9944/5080, or email [Sara.L.Hill14.ctr@mail.mil](mailto:Sara.L.Hill14.ctr@mail.mil). ASACS at Schofield Barracks is located in Bldg. 647, 156 Lewis Street and the ASACS at Aliamanu Military Reservation is located in Bldg. 1782, Bougainville Loop.

**6. EMPLOYEE ASSISTANCE PROGRAM (EAP) INFORMATION.** The purpose of the Army Employee Assistance Program (EAP), a job-based program is:

- To help employees in identifying and resolving personal problems that may affect their job performance and well-being.
- To assist management in addressing productivity issues.
- To promote installation work/life/wellness programs.

Confidentiality is the corner stone of an effective EAP. Employee confidence in the competence and trustworthiness of the EAP staff plays a key role in program success. The EAP and Army Substance Abuse Program offices are located at: Bldg. 2091, Kolekole Ave., Schofield Barracks, HI 96857. Hours are M – F 0730 – 1600. For further information, please contact Ms. Catherine Heflin, EAP Specialist CEAP, at 655-6047 or Ms. Kathy Marugaki, EAO Coordinator, CEAP, at 655-6046.

**7. DEALING WITH STRESS OR OTHER ISSUES?** Call the Employee Assistance Program Office, Bldg 2091, Schofield Barracks, for help and ideas for dealing with stress or any other issues affecting your job performance. Contacts are Ms. Cathy Heflin, EAP Specialist at 655-6047 or Ms. Kathy Marugaki, EAP Coordinator at 655-6046.

**8. WORRIED ABOUT PERSONAL RELATIONSHIPS? YOUR MARRIAGE? FAMILY ISSUES?** The Tripler Army Medical Center (TAMC) Social Work Department's marriage and family therapists and licensed clinical social workers help military personnel and family members by providing individual, couples and family counseling, and referrals to other services as needed. They can help with communication, conflict resolution, parenting and deployment issues. No referrals are required. Call the Social Work Outpatient Services Clinic at TAMC (2nd Floor, Oceanside, B-Wing) at 433-6606. (The Schofield Barracks Health Clinic has similar services through the Soldier and Family Assistance Center (SFAC)). For further information, please contact Ms. Jan Clark Public Affairs Officer, Pacific Regional Medical Command and Tripler Army Medical Center, at 433-2809.

**9. MILITARY ONE SOURCE CRISES LINE/THE DEFENSE CENTER OF EXCELLENCE (DCOE) OUTREACH CENTER.** The Army must give our Soldiers and family members every opportunity to become aware of the multitude of resources which are available to them. Promoting the Military OneSource Crises Intervention Number and the DCOE Outreach Center Help Line are two ways that Leaders can reinforce the Army's commitment to building resilience, positive life coping skills and well being for our Soldiers and family members. The Army remains committed to make the most of every resource to optimize the health, safety and well-being of its Soldiers, civilians and families. The Military OneSource Crisis Intervention Hotline is a free phone and online service provided by the Department of Defense for Active-Duty Guard and Reserve Service Members (including individual ready reserve members) and their families. Credentialed Consultants offer support and practical solutions 24 hours a day, 7 days a week through phone or online consultation. The Consultant will assess the Caller's needs and provide a referral to Health Care Professionals that can provide face-to-face follow-up counseling. Currently, Soldiers and family members can be provided up to 12 free face-to-face short-term counseling sessions. Military OneSource can be contacted at 1-800-342-9647 (from the US). Outside the US, dial the country code plus 800-342-9647, or call collect from outside the US at 484-530-5908. TTY/TTD for the Hearing Impaired is 800-346-9188, for Spanish, 1-877-888-0727. The website is <http://www.militaryonesource.com>. The Defense Center of Excellence (DCOE) Outreach Center Help Line is also available 24 hours a day, 7 days a week. This Help Line is staffed by Consultants who can serve as an authoritative source of information on psychological health and traumatic brain injury issues. This Outreach Center assists service members, veterans and their families gather information and connect with the agencies needed to promote resilience, recovery and reintegration. For more information, please contact 1-866-966-1020 or <http://www.dcoe.health.mil/resources.aspx>. The HQDA Point of Contact for this information is [G1suicide@conus.army.mil](mailto:G1suicide@conus.army.mil). If you have further questions, please go to the following website: <http://www.armyg1.army.mil/hr/suicide/default.asp>. Further information on the DCOE Outreach Center can be found at <http://dcoe.health.mil/default.aspx>.

10. **NATIONAL SUICIDE PREVENTION LIFELINE AVAILABLE.** The National Suicide Prevention Lifeline is a free, 24-hour crisis intervention hotline (1-800-273-TALK (8255)) and online service ([www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)) provided by the U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (SAMHSA). The service is available to anyone in suicidal crisis or emotional distress, to include military members and their families including active duty, guard, and reserve service members, individual ready reserve, and individual mobilization augmentees. Credentialed consultants offer confidential support 24 hours a day, 7 days a week through phone or online consultation.

Military OneSource (MOS) <http://www.militaryonesource.com> provides support, information, and referrals to professionally trained consultants on a wide range of issues - from budgeting and investing to relationships and deployment. Additionally, MOS can assist with arranging up to 12 free, face-to-face, short term counseling sessions for soldiers and family members. MOS contact information: from the U.S., 1-800-342-9647; outside the U.S., (country access code) 800-342-9647 (dial all 11 numbers) or call collect from outside the U.S., 484-530-5908; TTY/TTD, 800-346-9188 (hearing impaired); or en Espanol, 1-877-888-0727. For further information, please contact the Army Suicide Prevention office at [g1suicide@conus.army.mil](mailto:g1suicide@conus.army.mil).

11. **MILITARY ONESOURCE (MOS) COUNSELING SESSIONS AVAILABLE.** Military OneSource offers non-medical behavioral health counseling sessions for service members and their families. The counseling sessions apply to face-to face counseling through our Affiliate Providers, Short-Term Solution-Focused Telephonic Consultations, and Online Consultations. Authorization is on a case-by-case basis. For further information, please contact the Military One Source website at [www.MilitaryOneSource.com](http://www.MilitaryOneSource.com) or call 1-800-342-9647. You name it, we can help!

12. **THE FOCUS PROGRAM RESILIENCY TRAINING FOR MILITARY FAMILIES.** FOCUS Announces Services for Army and Air Force Families. During individual family sessions, your family will learn skills to: improve communication; problem solve around family challenges; identify strategies for dealing with deployment reminders; increase family closeness and enhance mutual support. Training services are free of charge to all military families and confidential sessions are available during family-friendly hours. To set an appointment or for more information, please call: (808)-257-7774 or contact [Hawaii@focusproject.org](mailto:Hawaii@focusproject.org).

13. **SUBSTANCE ABUSE AND THE WORKPLACE: A HARMFUL COMBINATION.** USAG-HI is committed to providing a safe, healthy and drug-free working environment and wants to take this opportunity to remind employees about the importance of working drug free to their safety and that of their co-workers. Some of the potential risks and hazards of workplace alcohol and drug use are obvious, particularly those related to safety. Alcohol and drug use can seriously impair judgment and coordination, which can lead to workplace accidents, injuries and even death. And a person does not need to be an alcoholic or drug addict to create safety hazards. For example, someone who still has alcohol in their bloodstream from drinking before they were on the clock may not be in any condition to work safely. But the problems extend beyond safety. Workplace alcohol and drug use can weaken an organization's ability to operate profitably and productively. It is also associated with lower levels of employee morale—not only that of employees struggling with alcohol or drug problems, but also those who work alongside them. Key to preventing these problems is for all employees to understand that there is help for those struggling with alcohol and drug problems. If you (or someone you know) are struggling to work drug free, call 1-800-662-HELP (1-800-662-4357) or visit [www.findtreatment.samhsa.gov](http://www.findtreatment.samhsa.gov). Other sources of help are available at [www.dol.gov/workingpartners](http://www.dol.gov/workingpartners). Soldiers or family members may contact the Army Substance Abuse Program at the Schofield Barracks Health Clinic, Building 673, on the 1st floor by calling 433-8700 for assistance. In addition, the Employee Assistance Program (EAP) provides confidential, short-term counseling and referral services as a benefit to DA civilian employees. Professionally trained EAP staff can be reached at 655-6047/6046. If you have any questions or concerns, please contact Ms. Catherine Heflin, Employee Assistance Program (EAP) Specialist, Army Substance Abuse Program (ASAP) Building 2091, Kolekole Avenue, Schofield Barracks at 655-6047.

### **C. SPECIAL PROGRAMS/OPPORTUNITIES FOR SOLDIERS AND CIVILIANS**

1. **INTERESTED IN SPECIAL FORCES?** Special Forces Recruiting is looking to find all highly-motivated E3 - E7 and YG 2011 1LTs that are interested in Special Forces. Special Forces are the Nation's elite combat force. To learn how you can become one of the nation's best, please contact our office at (808) 655-4397, (DSN 315-455-4397) FAX: (808) 655-5808 or you can email us directly at [SFHawaii@usarec.army.mil](mailto:SFHawaii@usarec.army.mil), and you can visit our Facebook page at <http://www.facebook.com/USArmySpecOpsRecruiting.Hawaii>.

Our office is located at the Schofield Barracks Aloha Center, BLDG 690, 3<sup>rd</sup> Floor, Room 3G. We offer unclassified briefings every Wednesday at 1200 and 1530 at our office. Are you ready? For further information, please contact SFC Randall Howard, NCOIC, at [Randall.E.Howard.mil@mail.mil](mailto:Randall.E.Howard.mil@mail.mil), SFC Aaron Martin at [Aaron.J.Martin.mil@mail.mil](mailto:Aaron.J.Martin.mil@mail.mil), SFC Corry Rich at [Corry.W.Rich.mil@mail.mil](mailto:Corry.W.Rich.mil@mail.mil) or SFC Noah Burkham at [Noah.A.Burkham.mil@mail.mil](mailto:Noah.A.Burkham.mil@mail.mil).

2. **INTERESTED IN ARMY CID?** Are you interested in a career as a Special Agent (SA) with the United States Army Criminal Investigation Command (CID)? If so, please contact SFC Jesus Goytia at 655-1989 or SFC Jose Perez at 655-0541. For additional information and prerequisites, please visit [www.CID.army.mil](http://www.CID.army.mil).



#### **D. SOLDIER/FAMILY/CIVILIAN EDUCATION ASSISTANCE**

**1. FY14 TUITION ASSISTANCE POLICY.** On 1 January 2014, the Army's FY14 Tuition Assistance (TA) program will change. These changes are supportive of the intent of the TA program – to provide financial assistance for voluntary off-duty education in support of Soldiers' professional and personal self-development goals within a constrained budget environment. The new policy will allow Soldiers to use TA after successful completion of their first year of service after graduating from either AIT, OCS or BOLC. Soldiers are eligible for up to 16 semester hours per year and they can use TA for a second, higher-level post-bachelor's degree after completion of 10 years of service. The second degree time in service requirement applies to movement from a bachelor's to a master's degree and not from an associate's to a bachelor's degree. Also, the 10-year requirement only applies if Army TA was used to pay for any portion of the undergraduate coursework. Soldiers will continue to receive up to \$250 per semester hour and the current policy limits of 130 semester hours for completion of a bachelor's degree and up to 39 semester hours for a master's degree remain in effect. Soldiers cannot use TA for a second equivalent degree, i.e., no second bachelor's or master's degree. All courses must be part of an approved degree plan. TA cannot be used for first- professional degrees, e.g., PhD, MD or JD. In addition to DA adverse action flags, we will continue our policy to not allow TA for Soldiers who are flagged for APFT/AWCP. The Army will honor TA requests for payment for Soldiers with approved TA requests by 31 December 2013 whose eligibility for TA will be affected by these policy changes. However, no further TA-funded enrollments will be authorized until they meet the new eligibility requirements. For further information, please contact Ms. Chrissy Morris, Chief, SBAEC, at 655-4444.

**2. CLARIFICATION OF THE FY14 TUITION ASSISTANCE POLICY ALARACT MESSAGE.** The Army has authorized the following policy guidance to clarify issues surrounding the new TA policy rules. Counselors should continue to refer to the FAQ documents to assist in answering questions raised by Soldiers.

a. Soldiers who are currently actively pursuing a graduate degree, but who do not have ten years of service based on their Basic Active Service Date, or Pay Entry Begin Date may continue to receive Federal Tuition Assistance (TA) for graduate classes through the end of FY14, 30 September 2014. Beginning FY15, all Soldiers will be subject to the ten year service requirement for graduate TA if TA paid for a portion of the undergraduate degree.

b. Soldiers stationed OCONUS may continue to use TA for host nation language courses even if they have not yet met the one year service requirement for TA use. No other courses may be taken until the one year service requirement is met.

c. Prior service, regardless of Service, will be used to establish the one year eligibility date for Army TA. TA used while a member of another branch of Service does not have any impact on the use of Army TA.

d. Eligibility for Federal TA will be based on one year of service from the completion of Initial Entry Training (IET). For enlisted Soldiers and most Warrant Officers this consists of Basic Combat Training (BCT) and Advanced Individual Training (AIT). For commissioned officers this is their Basic Officer Leaders Course (BOLC). See the FAQs for the rare exceptions to these policies.

For further information, please contact Ms. Chrissy Morris, Chief, SBEAC, at 655-4444.

**3. DEFENSE COMMISSARY AGENCY (DeCA) ANNOUNCES AVAILABILITY OF 2014 SCHOLARSHIPS FOR MILITARY CHILDREN PROGRAM.** Applications for the 2014 Scholarships for Military Children Program become available 3 December 2013 at commissaries worldwide or on the Internet at <http://www.militaryscholar.org>. Applications must be turned in to a commissary by close of business Feb. 28, 2014. Packages must be hand-delivered or shipped via U.S. Postal Service or other delivery methods, not emailed or faxed. This year's award amount has risen to \$2,000, and the program awards at least one scholarship at each commissary with qualified applicants. An applicant must be a dependent, unmarried child, younger than 21 – or 23, if enrolled as a full-time student at a college or university – of a service member on active duty, Reserve or Guard member, retiree or survivor of a military member who died while on active duty, or survivor of a retiree. Applicants should ensure that they and their sponsor are enrolled in the Defense Enrollment Eligibility Reporting System database and have a military ID card. The applicant must attend or plan to attend an accredited college or university, full time, in the fall of 2014 or be enrolled in studies designed to transfer to a four-year program. Fisher House Foundation, a nonprofit organization that helps service members and their families, administers the program. Scholarship Managers, a national, nonprofit, scholarship management services organization, manages and awards the scholarships. Commissary partners and the general public donate money to the program; every dollar donated goes directly to funding the scholarships. Since inception of the program in 2001, more than \$11.3 million in scholarships have been awarded to 7,412 military dependents from more than 71,000 applicants. For more information, students or sponsors should call Scholarship Managers at 856-616-9311 or email them at [militaryscholar@scholarshipmanagers.com](mailto:militaryscholar@scholarshipmanagers.com).

**4. FREE COMPUTER LITERACY TRAINING AVAILABLE.** Operation Life Transformed, a 501c Public Charity, is offering free scholarships for computer literacy courses to all active duty military, military spouses, war-wounded caregivers and transitioning vets, included National Guard and Reserves. For more information or to apply for a scholarship please visit <http://lifetransformed.org>. Fill out the applications forms and all other paperwork and forward to [students@lifetransformed.org](mailto:students@lifetransformed.org). For further information on this program, please contact the Military One Source website at [www.MilitaryOneSource.com](http://www.MilitaryOneSource.com) or call 1-800-342-9647.

**5. ARMY PERSONNEL TESTING (APT).** The APT Test Center at Schofield Barracks and Tripler administers a variety of Army personnel tests, such as the Armed Forces Classification (AFCT), Selection Instrument for Flight Training (SIFT), Defense Language

Proficiency Test (DLPT), Defense Language Aptitude Battery (DLAB), Oral Proficiency Interview (OPI), and Tests of Adult Basic Education (TABE), required by Soldiers to enhance their skill levels to further their career advancement. APT tests require a DA Form 4187 (Personnel Actions Form) with commander verification/approval and are scheduled by appointment only by contacting the test center. The Schofield Barracks APT Test Center is located at 1565 Kolekole Avenue, room 231A, Yano Hall (Bldg 560), and is open between 0900 – 1700, Monday – Friday. The Tripler APT Test Center is located at 823 Krukowski Road, Bldg 102, and is open from 0900 – 1630, Tuesday and Thursday. For further information, please call 655-9776.

**6. COLLEGE TRANSCRIPT ASSESSMENT.** An Army education center assessment of college transcripts depends on the number and complexity of documents submitted. Customers should allow a minimum turnaround time of about three workdays and longer if there are several documents requiring verification. The best times to submit assessment requests are at the beginning of the work week, usually in the morning. Customers are allowed to make two assessment requests per calendar year. Official college transcripts, copies of official transcripts, official grade reports with school information on the grad report, or copies of official grade reports are acceptable for review. Customers need to state requests are for other than promotion points. For further information, please call the Army Education Center on Schofield Barracks at 655-0800/0805 or Tripler Army Medical Center at 433-4184.

**7. ARMY EDUCATION CENTER COMPUTER LAB/LEARNING RESOURCE CENTER (CL/LRC).** The Schofield Barracks CL/LRC, is located in Room 203, 2nd floor, Yano Hall (Bldg 560), Schofield Barracks. Hours of operation are from Monday – Friday, 0900 – 1650. Twenty-five Internet connected computers are available for use by Soldiers, adult family members, and other authorized users on a first-come-first-serve basis. For further information, please call 655-0407.

**8. NATIONAL TESTING CENTER (NTC) HOURS OF OPERATION.** The NTC hours of operation at the Schofield Barracks Army Education Center (Yano Hall, Bldg. 560) are Thursdays from 0900 – 1700 and at the Ft. Shafter/Tripler Education Complex on Fridays from 0900 – 1700. Testing is also conducted at Joint Base Pearl Harbor/ Hickam and Marine Corps Base, Hawaii. For detailed information on tests, certifications, or testing schedules, contact an NTC representative via email at: [mcpTesting@hpu.edu](mailto:mcpTesting@hpu.edu), or call (808) 543-8056.

**9. SPOUSE TUITION ASSISTANCE AVAILABLE.** Great news for our military spouses! Spouse Tuition Assistance (TA) through the Career Advancement Account (ACC) Program is offered for all branches according to the following classifications: legal spouses of military service members with a minimum of one year remaining on Active Duty are eligible for the Program. This includes spouses of active duty service members, Coast Guard deployed with the Navy, Active/Guard Reserve (AGR), and Reserve Component service members (Guard and Reserve) called to active duty for a year or more. TUI University's spouse program is 6 + 2, meaning, spouses will take six classes using TA and receive two free classes for a total of eight classes within a 24 month period. The ACC program is administered by the AI Portal. To familiarize yourself with the website and the program's procedures go to: <https://aiportal.acc.af.mil/mycaa>. For further information, please check the website at <http://www.tuiu.edu> or call 1-800-375-9878.

**10. CIVILIAN EDUCATION SYSTEM.** Transformation of the Army begins with educating the Army's leaders. The Civilian Education System (CES) is a progressive and sequential leader development program that provides enhanced leader development and education opportunities for the Army Civilian Corps (ACC) throughout their careers. Army civilians will become multi-skilled civilian leaders of the 21st Century who personify the warrior ethos in all aspects, from war-fighting support to statesmanship, to business management. Apply today and keep your career rolling. Courses are available for all grades. Some courses consist of only dL and can be accessed from your workstation. Please go to the Army Management Staff College (AMSC) homepage: <http://www.amsc.belvoir.army.mil>. Be sure to open the tab "Academics" to review the specific courses available to the ACC. If you've already completed the courses or received credit, this information may not apply. For further information, please contact the AMSC Website, Registrar's Office, at [amscregistrar@conus.army.mil](mailto:amscregistrar@conus.army.mil) or (703) 805-4461.

### **E. SOLDIER/FAMILY/CIVILIAN EMPLOYMENT ASSISTANCE**

**1. EMPLOYMENT ORIENTATION.** This orientation is the first step to helping you find the job you want! Learn how to prepare for our job search process. Get employment information on federal, state, private sector and staffing agencies. See the reference materials, job listings, computers, etc., available for use at the Army Community Service employment resource area. A company representative may also be attending and speak with spouses on job vacancies. Workshops are held on Fridays, 0900 – 1030 at Army Community Service (ACS), Schofield Barracks. Register on line at <http://www.mwrarmyhawaii.com/>, or call 655-4227.

**2. WORK AND CAREERS WEBSITE.** Need help in your job search process? Are you wondering how to market your skills and abilities? Explore the following websites – <http://www.militaryspousejobsearch.org> and <http://www.myarmylifetoo.com> – to learn jobs search techniques, resume writing tips, and obtain information on the Army Spouse Employment Partnership. For additional help, please contact the Army Community Service (ACS) office at 655-4227.

### **F. SOLDIER/FAMILY FINANCIAL ASSISTANCE**

**1. FINANCIAL PLANNING CLASSES - MAKE YOUR MONEY WORK FOR YOU!** Army Community Service's Financial Readiness Program offers financial planning classes in such areas as Money Management, Credit, Car Buying, Home Buying, Investing, TSP and Retirement, Identity Theft, Financial Planning for Deployment, Money and Divorce, Understanding Insurance and Financial

Scams. Classes are offered at ACS Schofield Barracks Financial Resilience Center or schedule a class of your choice for your unit. For further information, please contact Ms. Robin Sherrod, Financial Readiness Program Manager, at 655-1866 or email [robin.m.sherrod.civ@mail.com](mailto:robin.m.sherrod.civ@mail.com).

2. **FINANCIAL COUNSELING.** Army Community Service's Financial Readiness Program provides one-on-one counseling to Soldiers and Family Members. Topics for discussion include credit repair, consumer affairs and complaints, budget/spending plan, identity theft, car and home buying, investing, Insurance, TSP and Retirement. ACS Financial Readiness can assist in remedial, preventive and productive financial counseling. Schedule an appointment to meet personally with an ACS Personal Financial Specialist at 655-1866.

*[original signed]*  
ROBERT M. STEPHENS, Ph.D.  
Garrison Director of Human Resources

DISTRIBUTION  
Electronic Media





# I Need Assistance With...Directory

30 JAN 2013  
SB = Schofield Barracks  
FS = Ft. Shafter  
AMR = Alameda Military Reservation  
HMR = Hohenstein Military Reservation  
TAMC = Tripler Army Medical Center  
WAAP = Wheeler Army Air Field

## Army Community Service

Schofield Barracks 655-4ACS/ Toll Free 1-877-406-2148  
Fort Shafter Outreach Ctr. 438-4ACS/ Survivor Outreach Services 438-4ACS  
Soldier & Family Assistance Center 655-7171

## Military & Family Life Consultant (MFLC) 222-7088

Child & Youth Behavioral MFLC  
SB 228-9160 / 351-4571 / 221-3910 FS 220-7323 AMR 366-4694

MWR Website  
<http://himwr.com>

USARPAC Website  
[www.usarpac.army.mil](http://www.usarpac.army.mil)

Military OneSource 1-800-342-9647  
[www.militaryonesource.com](http://www.militaryonesource.com)

## EMERGENCY

Military Regional Dispatch Center (RDC) for Military Police, Fire Department or Ambulance 471-7117

Military Directory Assistance 449-7110  
Military Operator 449-1110

Tripler Army Medical Center Emergency Rm 433-6629  
Emergency 911

Military Police SB 655-5555  
FS 438-7114  
Emergency 911

Fire Department, Federal 471-7117  
Emergency 911

American Red Cross SB 655-4927  
TAMC 433-6631  
24 Hrs 1-877-272-7337 AER non-duty line

Suicide & Crisis Hotline (808) 832-3100 HI State  
Suicide Prevention Hotline 1-800-273-TALK (8255) National  
1-800-SUICIDE (784-2433) VA  
Victim Advocacy Program 624-SAFE(7233)

## Legal Assistance Office on Post

Power of Attorney, Wills SB 655-9607 FS 438-2627  
Tax Assistance Office SB 655-1040

## Legal Aid Society

Affordable Lawyers 536-4302

## Installation Access Pass

Installation Access Pass Office SB 655-1620

## Parenting / Child Care

ACS New Parent Support Program SB 655-4ACS / 40, Bldg 647  
Family Advocacy Prevention Ed SB 655-4ACS / 13, Bldg 647

Child, Youth & School Services  
CYS Parent Central Services SB 655-5314/8380  
AMR 833-5393

Kids on Site 655-8628  
Child Development Centers SB 655-7106 HMR 653-0724  
SB Peterson 655-5293  
SB Bowen 655-1569/1570  
FS 438-7361/1151

AMR 833-5102/ 5570  
Family/Child Care, SB 655-8321  
School-Age Youth Centers SB 655-6476 HMR 653-0717  
FS 438-1487 AMR 833-4932

Middle School/Teen Centers SB 655-0451 AMR 833-0924  
SB Bennett Youth Ctr. 655-6465  
Youth Sports SB 655-6465 AMR 836-1923  
SKIES 655-9818

Exceptional Family Member Prog ACS SB 655-4777 FS 438-1961  
TAMC 433-4441

Child & Adolescent Assistance Ctr. SB 433-2718 ext 363  
TAMC 433-6418 Child Psychiatry  
TAMC 433-1323 Child Psychology

## Basic Needs

Military ID Cards / AG ID Cards <https://rapidappointments.dmdc.osd.mil>  
SB 655-1272 FS 438-1757  
Military Passport / Citizenship 655-7182 [www.travel.state.gov](http://www.travel.state.gov)

WIC  
Wahiawa Office 622-6458  
Honolulu Office 586-4761

## Health Care

Tripler Army Medical Ctr. Information Center 433-6661 / 6662 / 6663  
Central Appointment System 433-2778  
Online services <http://www.tricareonline.com>

U.S. Army Health Clinic, Schofield Barracks  
Online services <http://www.tricareonline.com>  
Dial 433-2778 plus extension number listed  
Primary Care

Family Practice Appt ext 12  
Family Practice Patient Assistance ext 3111  
Family Practice Allergy/Immunization 3113  
Pediatrics Appt ext 1, ext 2  
OB/GYN Appt ext 3, ext 4  
Troop Medical Clinic ext 322  
Troop Medical Clinic Annex ext 321  
Aviation Medicine Clinic Appt ext 323  
Deployment Health Clinic Appt ext 321  
Warrior in Transition Clinic Appt ext 331  
Specialty Clinics

Acute Care Clinic SB 433-8850, M-F 7a.m.-8p.m. / S&S 8a.m.-7p.m.  
Audiology/Hearing Conservation ext 381  
Occupational Health 433-8391  
Occupational Therapy ext 351  
Orthopedics/Podiatry/Cast Clinic ext 351  
Optometry ext 3821  
Physical Exam ext 326  
Physical Therapy (PT), Main ext 352  
Warrior in Transition PT: ext 333  
SB Army Public Health Nurse Clinic ext 384  
Other Services

Pharmacy (Call-in/Refill ext 301, Dispensing Window ext 302, Clinical Pharmacist in Family Practice 433-8160)  
Laboratory 433-8303  
Radiology 433-8355  
Customer Relations SB 433-2778 ext 391  
TAMC 433-6336  
Health Benefits Advisor: SB Health Clinic 433-2778 ext 392  
TAMC 433-3422

TRICARE  
TRICARE Customer Service 1-888-874-9378  
[www.tricare.com/OnlineCare](http://www.tricare.com/OnlineCare)

## Financial

Army Emergency Relief (AER) SB 655-4ACS  
FS 438-4ACS

Non-duty Hrs AER Emergency: American Red Cross 1-877-272-7337

Financial Questions ACS 655-4ACS

125th Financial Management Co. Customer Service 655-1244

Defense Military Pay Office FS 438-1875

## Pets

Veterinary Needs SB 655-5889 FS 433-2271  
Off Post 24 Hr 484-9070

MWR Pet Kennel 368-3456

## Abuse/Neglect

Child Abuse / Neglect Reporting Military Police SB 655-5555 FS 438-7114  
State Child Protective Services (CPS) 832-5300

Domestic Violence and Sexual Assault

24/7 Response 624-SAFE(7233)

Family Advocacy SB (ACS) 655-4ACS  
SB (Clinic) 433-8579  
TAMC 433-6606

## Housing / Relocation

Island Palm Communities (Leased housing on-post)  
North Regional Leasing Office 275-3700 (SB, HMR)  
South Regional Leasing Office 275-3800 (FS, AMR, TAMC)

Joint Personal Property Shipping Office (JPPSO)  
Household Goods Inbound and Outbound 473-7750

DOL Personal Property & Transportation (PP&T)  
PCS Household Goods Storage & Outbound Transp. 655-1868, Bldg 750  
Deployment Household Goods Storage 655-1868, Bldg 750

ACS Relocation Assistance & Landing Closet SB 655-4ACS FS 438-4ACS

## Schools

HI State Dept of Ed. Central Oahu District 627-7478

## Marital / Family / Individual

Warrior Behavioral Health Service 433-2778 ext 361, Bldg 687, SB  
Concussion Clinic (TBI) 433-8199 ext 37, Bldg 672, SB

SB Family Member Assistance Center 433-2778 ext 362, Bldg 681  
SB Child Assistance Center 433-2778 ext 363, Bldg 681, SB

Family Life Chaplain  
North Community 655-6643 / Family Life Center 655-6646  
South Community 833-2413 / 833-6831

Garrison Chaplain 655-9307  
SB Main Post Chapel 655-9307  
After Duty Hours Chaplain Reached through IOC: 655-3272

Army Substance Abuse Program (ASAP) Front Desk 655-9113  
Prevention Coordinator 655-4655  
Installation Biochemical Testing Coordinator 655-6048  
ASAP Clinic & Counseling Service 433-8700  
Adolescent Substance Abuse Counseling Services 655-9944  
Risk Reduction Coordinator 655-0996  
Suicide Prevention Program Specialist 655-9105  
Employee Assistance Program (EAP) SB Coordinator 655-6046 EAP Specialist 655-6047

Families Overcoming Under Stress (FOCUS) 257-7774





## Sexual Harassment/Assault Response and Prevention (SHARP)



**Sexual Harassment Resources**  
US Army Garrison Hawaii EEO Office  
(808)655-9382

**Sexual Assault Resources**  
Army Family Advocacy Program/ Victim Advocacy  
24 hour SAFE Line (808) 624-SAFE (7233)

Sex Abuse Treatment Center, Honolulu  
24 hour hotline (808) 524-7273  
[www.satchawaii.com](http://www.satchawaii.com)

Rape, Abuse and Incest National Network (RAINN)  
24 hour hotline 800-656-HOPE (4673)  
[www.rainn.org](http://www.rainn.org)



### HONOLULU POLICE DEPARTMENT Domestic Violence Assistance

**DROP-IN CENTER**  
PU'UHONUA 585-7944

**SHELTERS (24-Hour Hotlines)**  
Honolulu & Leeward Shelter 841-0822  
Windward Shelter 528-0606  
Military Shelter 590-7719

**COUNSELING AND SUPPORT**  
Pu'uhonua Drop-In Center 585-7944  
Catholic Charities Family Services 528-5233  
Child and Family Service 521-2377  
Developing Options to Violence 532-5100  
Family Peace Center 832-0855  
Family Visitation Center 847-0015  
Kapiolani Women's Counseling Center 983-6100  
The Institute for Family Enrichment 596-8433

**LEGAL ASSISTANCE**  
Domestic Violence Center 531-3771  
Legal Aid Society of Hawaii 536-4302  
Prosecutor's Office - Victim/Witness Assistance 768-7401

**RESTRAINING ORDERS**  
Adult Services Branch of Family Court 538-5959  
(Family & Household Members)  
District Court—Civil Division 538-5151  
(Non-related, non-household parties)  
Ala Kuola - Legal Services 545-1880

**POLICE**  
Family Violence Detail  
Criminal Investigation Division 529-3115



### HONOLULU POLICE DEPARTMENT Victim Assistance

**IMMIGRANT SERVICES**  
Catholic Charities Hawaii—Community and Immigrant Services 528-5233  
Susannah Wesley Community Center - Immigrant Support 842-5450  
Ala Kuola - legal services 545-1880

**SEXUAL ASSAULT**  
Sex Abuse Treatment Center (Kapiolani Medical Center) 524-7273

**OTHER ASSISTANCE**  
Adult Protective Services (APS) 832-5115  
Child Protective Services (CPS) 832-5300  
Missing Child Center of Hawaii 586-1449  
Aloha United Way 211

**SUBSTANCE ABUSE**  
Addiction Treatment Services, Salvation Army 595-6371  
Alcoholics Anonymous (AA) 946-1438  
Drug Addiction Services of Hawaii (DASH) 538-0704  
Hawaii Alcoholism Foundation - Sand Island Treatment Center 841-2319  
Women's Way - residential treatment 732-2802

#### COMPENSATION MAY BE AWARDED

- If you were a victim of a crime (or dependent of a deceased victim), you **MAY** be able to recover the cost of out-of-pocket medical expenses, loss of earnings, and receive an award for pain and suffering.
- Covered crimes include: Abuse of a Family and Household Member, Murder, Manslaughter, Assault, Sexual Assault, Kidnapping, Negligent Homicide, and Negligent Injury.
- For more information, contact the  
**CRIME VICTIMS COMPENSATION COMMISSION** 587-1143



# ASAP PREVENTION

## UPCOMING EVENTS

| DATE      | TIME    | LOCATION           | TITLE               | TOPIC                                 |
|-----------|---------|--------------------|---------------------|---------------------------------------|
| 04 Nov    | 09-1100 | Bldg 2091          | Advanced UPL Course | UPL Re-certification                  |
| 05-06 Nov | 09-1600 | Bldg 896           | Prime for Life      | Prevention Education                  |
| 07 Nov    | 09-1500 | Bldg 896           | ACE-SI              | Suicide Prevention                    |
| 11 Nov    | All Day | Bldg 2091/673      | Veterans Day        | CLOSED                                |
| 18-22 Nov | 09-1630 | Bldg 2091/896      | BUPL                | Initial UPL Certification             |
| 21 Nov    | 09-1500 | Bldg 896           | ACE-SI              | Suicide Prevention                    |
| 27 Nov    | 10-1100 | Garrison Conf Room | IPT                 | Installation Prevention Team Meeting  |
| 27 Nov    | 13-1500 | Post Conf Room     | SPTF Meeting        | Suicide Prevention Task Force Meeting |
| 02 Dec    | 09-1100 | Bldg 2091          | Advanced UPL Course | UPL Re-certification                  |
| 03-04 Dec | 09-1600 | Bldg 896           | Prime for Life      | Prevention Education                  |
| 05 Dec    | 09-1500 | Bldg 896           | ACE-SI              | Suicide Prevention                    |
| 16-20 Dec | 09-1630 | Bldg 2091/896      | BUPL                | Initial UPL Certification             |
| 18 Dec    | 13-1500 | Post Conf Room     | SPTF Meeting        | Suicide Prevention Task Force Meeting |
| 19 Dec    | 09-1500 | Bldg 896           | ACE-SI              | Suicide Prevention                    |
| 25 Dec    | All Day | Bldg 2091/673      | Christmas Day       | CLOSED                                |

Updated: 12 December 2013

POC: john.m.miller5.civ@mail.mil

# Parent Update:

## DXM Abuse



For more information, contact your local ASACS Counselor at the main office: 655-9944 or at their school locations:

**Justin Fienhold**  
Wheeler MS  
622-6525

**Priscilla Smith**  
Leilehua HS  
305-3020

**Linda Lassiter**  
Aliamanu MS  
655-9944

**Mary Schwing**  
Radford HS  
655-9944

**Matt Gregory**  
Mililani HS  
655-9944

**Sara Hill**  
Bldg. 647  
Schofield Barracks  
655-5080

### DID YOU KNOW...?

Over the counter (OTC) drugs are easily abused because they are easy to obtain and are legal. Because they are legal, some young people take the drugs in very large doses to enhance the effect.

Common drugs of abuse include: **cough syrup, cold medicine, laxatives, diet pills and herbal pills purchased at convenience stores.**

Teens are abusing OTC drugs, particularly those with the active ingredient in cough medicine, dextromethorphan (DXM). In high doses, **DXM** can lead to poor motor coordination, dizziness, nausea, hot flashes, and extreme hallucinations or paranoia. One of the most dangerous aspects of OTC medication abuse is when they are **mixed** with other substances such as alcohol. This can cause devas-

tating effects to the central nervous system and the heart. Many parents can make the mistake of underestimating the impact of these drugs because they are legal.

The symptoms of **DXM** abuse depend on how

tions, short-term memory problems, an altered state of consciousness, vision or other sensory impairment and in severe cases, loss of body sensation, similar to ketamine or PCP.

Long term abuse of any OTC medication is dangerous. Abuse of laxatives or diuretics can cause severe gastrointestinal problems and permanent health issues. Abuse of these medications is usually a sign of an **eating disorder**.



much of the medication is taken and whether or not alcohol or other drugs are added to the mix. Symptoms can range from mild inebriation similar to drunkenness, slurred speech, hallucina-



### WHAT CAN YOU DO?

As a parent, it is difficult to act against things that can be purchased over the counter, but education on these items is important. Understanding and being able to identify changes in the behavior of your child's habits such as eating, sleeping, mood and exercise can be important for early intervention.

Having a clear discussion with your child about the severe consequences of taking medication when it is not necessary will help prevent use and abuse.

Here are some ways to act against OTC drugs:

- Avoid keeping OTC medication, diet pills, or laxatives around the house.
- Lock up or throw away any medication once the illness is treated.
- Monitor the amount of liquid or number of pills in each container.
- Encourage relatives and parents of your child's friend to safeguard medication.

- Set clear expectations on all drug use.
- Be a good role model by following the rules you set with your child.

#### Warning Signs of OTC Medication abuse:

- Empty medication bottles in room
- Changes in sleep patterns or hygiene
- Internet research about OTC medications
- Purchasing medication when not ill
- Secrecy about possessions and communication

#### For more information:

- [DXMabuse](http://DXMabuse)
- <http://teens.drugabuse.gov/drug-facts/dextromethorphan-dxm-and-cold-medicine-facts>

#### Common slang for DXM medication abuse:

- Triple Cs, CCC
- Skittles, Skittling
- Tussin
- Robo-tripping, Robo
- Dexing
- Orange crush
- Red devils

# ARMY CAREER AND ALUMNI PROGRAM

673 Ayers Ave., Bldg. 750, Room 136  
Schofield Barracks, HI 96857  
(808) 655-1028

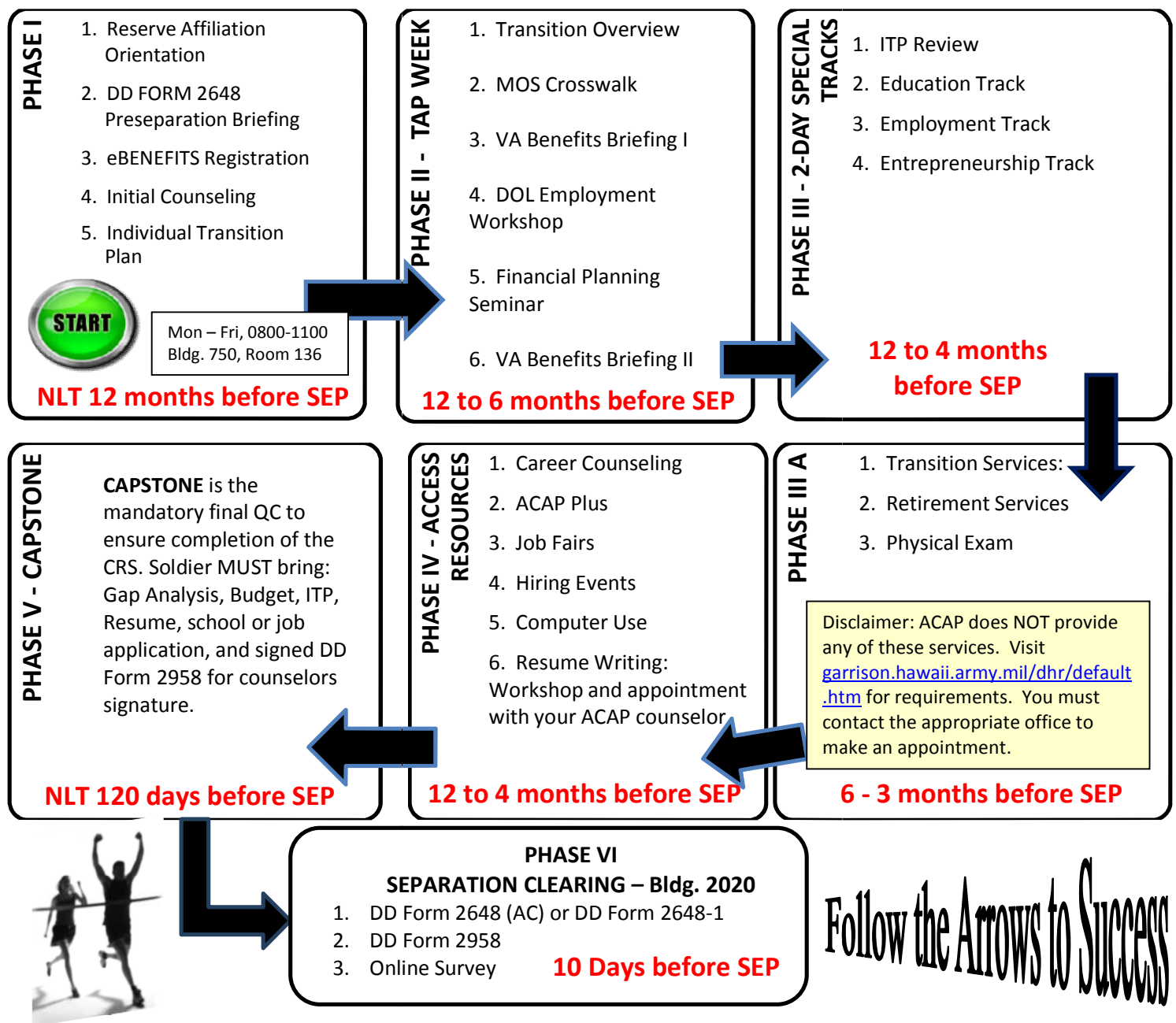
[acap.schofield@serco-na.com](mailto:acap.schofield@serco-na.com)



23 OCT 2013

## CAREER READINESS STANDARDS

Local Soldiers on Schofield Barracks call 808-655-1028 to make appointments to start the process. Remotely stationed Soldiers complete the following either virtually by registering on the ACAP Online Homepage at [www.acap.army.mil](http://www.acap.army.mil), accessing the ACAP Virtual Center at: <https://www.acap.army.mil/virtual/>, or Face-to-Face at the Schofield Barracks ACAP Center, Building 750, Room 136. Soldiers who are deployed or are remotely located from an ACAP center will use the ACAP website or will coordinate to receive support from STATE ARNG, USAR RSC, or their unit S1/G1/J1.





## EVENT SCHEDULE

The events mandated for completion of the Career Readiness Standards are scheduled on a recurring basis as listed below. Changes can occur to the schedule on short notice. Always check with the ACAP Center prior to the scheduled appointment to verify the appointment time, date, and location; or possible cancellations: 808-655-1028. The Transition GPS Course is also available on JKO:

<https://jkodirect.jten.mil>. Bring the certificate(s) upon completion to the ACAP Center to receive credit for the courses. If you need any technical assistance with JKO, contact the JKO Help Desk, [jkohelpdesk@jten.mil](mailto:jkohelpdesk@jten.mil), 757-203-5654 or Mr. Bill Shanley, [william.d.shanley.civ@mail.mil](mailto:william.d.shanley.civ@mail.mil), 757-203-5538.

| EVENT  |                            | DAY  | FREQUENCY | TIME                       | LOCATION                               |
|--|----------------------------|--|-----------|----------------------------|--|
| PHASE I – PRESEPARATION BRIEFING                     |                            |  |           |                            |  |
| Reserve Affiliation Orientation                      |                            | Tuesday                                    | Weekly    | TBA                        | Bldg. 750, Annex                       |
| DD FORM 2648 Preseparation Briefing                  |                            | Monday – Friday                            | Daily     | 0800-1100                  | Bldg. 750, Room 136                    |
|  | eBENEFITS                  | Included as part of Preseparation Briefing |           |                            |  |
|  | Initial Counseling         |  |           |                            |  |
|  | Individual Transition Plan |  |           |                            |  |
| PHASE II – TAP WEEK                                  |                            |  |           |                            |  |
| Transition Overview                                  |                            | Monday                                     | Weekly    | 0800 - 0900<br>0900 - 1000 | Bldg. 750, Rm 123<br>Bldg. 560, Rm 207 |
| MOS Crosswalk  |                            | Monday                                     | Weekly    | 0900 - 1100<br>1000 - 1200 | Bldg. 750, Rm 123<br>Bldg. 560, Rm 207 |
| VA Benefits Briefing I                               |                            | Monday                                     | Weekly    | 1200 - 1600                | Bldg. 750, Rm 123                      |
| DOL Employment Workshop                              |                            | Tuesday through Thursday                   | Weekly    | 0830 - 1600<br>0900 - 1700 | Bldg. 750, Rm 123<br>Bldg. 560, Rm 207 |
| Financial Planning Seminar                           |                            | Wednesday                                  | Weekly    | 0800 - 1400                | Bldg. 750, Rm 123                      |
| VA Benefits Briefing II                              |                            | Friday                                     | Weekly    | 1400 - 160                 | Bldg. 750, Rm 123                      |
| PHASE III - TRACKS                                   |                            |  |           |                            |  |
| ITP Review   |                            | TBA  | TBA       | TBA                        | TBA                                    |
| Entrepreneurship Track                               |                            | Wednesday through Thursday                 | Quarterly | 0900 - 1630                | Bldg. 560, Rm 207                      |
| Education Track                                      |                            | TBA  | TBA       | 0900 - 1630                | Bldg. 560, Rm 207                      |
| Employment Track                                     |                            | TBA - FY 14                                | TBA       | 0900 - 1630                | Bldg. 560, Rm 207                      |
| PHASE III A – SPEIAL REQUIREMENTS FOR OTHER AGENCIES |                            |  |           |                            |  |
| Transition Services                                  |                            | Monday through Friday                      | Daily     | 0730-1600                  | Bldg. 750, Rm 103                      |
| Retirement Services                                  |                            | Monday through Friday                      | Daily     | 0730-1600                  | Bldg. 750, Rm 122                      |
| Physical Exam  |                            | Individual Appointment                     | Daily     |                            | TAMC                                   |
| PHASE IV – RESOURCE ACCESS                           |                            |  |           |                            |  |
| Advanced Resume Writing                              |                            | Thursday                                   | Monthly   | 1300 - 1600                | Bldg. 750, Annex                       |
| ACAP Plus  |                            | Thursday                                   | Weekly    | 1000 - 1200                | Bldg. 750, Annex                       |
| Job Fairs  |                            | As announced                               | Annually  | TBA                        | TBA                                    |
| Hiring Events  |                            | As announced                               | Quarterly | TBA                        | TBA                                    |
| PHASE V– CAPSTONE                                    |                            |  |           |                            |  |
| CAPSTONE   |                            | Individual Appointment                     | Daily     | 0730-1600                  | Bldg. 750, Rm 123                      |

**REFERENCES:** The Career Readiness Standards must be completed prior to separation IAW Chapter 58 of Title 10, United States Code sections 201-256 of Public Law 112-56, DoD Directive 5124.02, OSD DTM 12-007 21 November 2012, SECARMY Policy Memo 29 August 2011, and Army EXORD 054-12, 29 Dec 2011.



## USAG Hawaii SRPM offers TCS orders training in DAMPS for Unit S-1 Representatives

Location: Conroy Bowl, Building 555, Schofield Barracks  
Multiple classes available

Please email to schedule :

Ms. Laura Horn, [laura.l.horn8.civ@mail.mil](mailto:laura.l.horn8.civ@mail.mil) or  
Mrs. Melissa Krahmer, [melissa.m.krahmer.civ@mail.mil](mailto:melissa.m.krahmer.civ@mail.mil)  
Commercial 808.655.1086 or DSN 315.655.1086

### New Requestor Training

Wednesday, 12  
December 2013

Thursday, 13 March 2014

Thursday, 19 June 2014

Thursday, 18 September  
2014

### Refresher Training

Thursday, 30 January  
2014

Thursday, 24 April 2014

Thursday, 31 July 2014

# **Interested in becoming a U.S. ARMY OFFICER?**

**APPLY FOR THE**

## **GREEN TO GOLD PROGRAM**

*at the* **UNIVERSITY of HAWAII ARMY ROTC**

**FOR MORE INFORMATION, PRESENTATIONS ARE ON:**

**31 JUL 13**

**28 AUG 13**

**25 SEP 13**

**30 OCT 13**

**27 NOV 13**

**LOCATION: SCHOFIELD BARRACKS EDUCATION CENTER, 2ND FLOOR, ROOM 220  
PRESENTATION WILL COMMENCE AT 1130**

**POC: CPT AOATO A K. AFUOLA - P: 808.956.7766/44 - E: AAFUOLA@HAWAII.EDU**



# NEWS RELEASE

## Defense Commissary Agency

Public Affairs

1300 E Avenue, Fort Lee, VA 23801-1800

Tel: (804) 734-8000, Ext. 8-6105 DSN: 687-8000, Ext. 8-6105

FAX: (804) 734-8248 DSN: 687-8248

[www.commissaries.com](http://www.commissaries.com)

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**Release Number:** 64-13  
**Date:** Sept. 12, 2013  
**Contact:** Kevin L. Robinson, public affairs specialist  
**Tel.:** (804) 734-8000, Ext. 4-8773  
**E-mail:** [kevin.robinson@deca.mil](mailto:kevin.robinson@deca.mil)

### Commissary Gift Cards help spread holiday 'cheer'

*By Jessica Rouse,  
DeCA public affairs specialist*

**FORT LEE, Va.** – The holiday season is right around the corner, and the Commissary Gift Card is a quick and easy way to help give the gift of groceries to military service members and their families around the world.

“The Commissary Gift Card is a great way for non-authorized shoppers to help spread a little extra holiday cheer,” said Joseph H. Jeu, DeCA director and CEO. “The gift card can be sent to any service member or their families to help out during the holidays. Military units can purchase the gift cards to be given to unit members as well.”

The gift cards come in denominations of \$25 and \$50, and as of Sept. 8, a total of nearly \$11 million worth of gift cards have been purchased since June 2011. Anyone can purchase the gift card online through DeCA’s website, <http://www.commissaries.com>, or at a local commissary. Only authorized shoppers can use the gift card in a commissary.

The gift card can be used as a form of payment for all in-store purchases as long as it has a balance. The cards may not be redeemed for cash, and customers will not be able to receive change for any unused amount left on the card. However, customers can use multiple forms of payments and coupons along with the gift card at the time of checkout.

“Sending this gift card to your loved ones helps make the holidays a little brighter — and that’s a great feeling,” said Army Command Sgt. Maj. John M. Gaines Jr., senior enlisted advisor to the DeCA director. “It could help them feel as if home isn’t as far away. Units or family support agencies purchasing these cards can ensure that every member of their team gets a chance at a home-cooked meal during the holidays.”



Here are some quick facts about the Commissary Gift Card:

- The cards are available at all commissaries worldwide – on a rack at full service, front-end registers – as well as through the DeCA website, <http://www.commissaries.com>. Click on “Shopping,” then “Gift Cards” and then the “Place your order” box.
- The cards expire five years from the date of purchase.
- Commissary Gift Cards purchased online will incur a shipping and handling fee. However, these fees are not assessed when the card is purchased in a store.
- There is no limit to the number of gifts cards that a purchaser can buy. However, DeCA officials recommend organizations and activities consider purchasing their gifts cards online if they plan to purchase more than \$500.
- Commissary Gift Cards can be shipped anywhere in the United States. When shipping outside the United States, an APO, FPO or DPO address must be used.
- To check the gift card balance, visit <http://www.commissaries.com>, click on “Shopping,” then “Gift Cards” and then the “Check your balance” box.
- For customer service questions, please call 877-988-4438, which is also found on the back of the gift card. Customers can also use this number to check the balance on their card.

Customers who still have unused gift vouchers, the precursor to the gift card, may still redeem them through Aug. 31, 2016, regardless of the expiration date printed on it. After this date, DeCA will no longer accept gift vouchers as a form of payment.

“Commissary Gift Cards are great because not only can they help struggling families, ensuring that their paychecks go a little further, but during this time of year, they spread happiness and good will to others,” Gaines said.

**-DeCA-**



# NEWS RELEASE

## Defense Commissary Agency

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[www.commissaries.com](http://www.commissaries.com)

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**Release Number:** 71-13  
**Date:** October 31, 2013  
**Contact:** Kevin L. Robinson, public affairs specialist  
**Tel.:** (804) 734-8000, Ext. 4-8773  
**E-mail:** [kevin.robinson@deca.mil](mailto:kevin.robinson@deca.mil)

### Commissaries to start scanning IDs

*By DeCA Public Affairs Division*

**FORT LEE, Va.** – Commissaries will soon begin scanning customers' Department of Defense ID cards at checkouts as the Defense Commissary Agency continues its pursuit to deliver a 21st century benefit.

The commissary at Fort Lee, Va., became the first store to scan ID cards on Oct. 22 as the first part of an agency-wide rollout to all stores that begins Nov. 10 and will be completed by mid-January.

Commissary shoppers are used to showing their ID cards to establish their eligibility to use the commissary. By scanning the ID at checkout, DeCA will no longer need to maintain any personal information on customers in its computer systems, such as the system used for customers who write checks. Scanning will also help improve the commissary benefit for all patrons, according to Joseph H. Jeu, DeCA director and CEO.

"In addition to verifying customers as authorized commissary patrons, we'll gain information that will give us a better understanding of our patrons, allowing the agency to provide the commissary benefit more effectively and efficiently," Jeu said.

Cross-referenced with other DOD data, the scan data will give DeCA useful information about patron usage, by military service, along with customer demographics that does not identify specific personal data of an individual. This will eventually help the agency identify shopping needs and preferences – information that is essential in today's retail business environment. It will also allow more accurate reporting to the military services on commissary usage.

The demographic information DeCA will use is strictly limited to: card ID number, rank, military status, branch of service, age, household size and ZIP codes of residence and duty

station. DeCA will not be using any personal information such as names, addresses or phone numbers.

“The methods, processes and information we’ll use will not compromise our customers’ privacy – they can be sure of that,” Jeu said. “We’re putting technology to work to better understand our customers and ensure the commissary benefit continues to remain relevant to them now and in the future.”

For more information on ID card scanning, go to  
[http://www.commissaries.com/documents/contact\\_deca/faqs/id\\_card\\_scanning.cfm](http://www.commissaries.com/documents/contact_deca/faqs/id_card_scanning.cfm).

**-DeCA-**

# **Dr. Martin Luther King Jr. Observance and Volunteer Fair “A Day On, Not A Day Off”**

**Life's most persistent and urgent question  
is, 'What are you doing for others?' "**

**– Martin Luther King, Jr.**



**Guest Speaker: GEN Vincent K. Brooks  
U.S. Army, Pacific Commanding General**



**SGT Smith Theater, Schofield Barracks  
Thursday January 16, 2014 / 1100hrs.**